



# Let's Talk FAQ

Welcome to Let's Talk with Student Health and Wellness. Please read this FAQ form carefully to understand the nature of Let's Talk and what to expect.

## **What is Let's Talk\*?**

Let's Talk is a program designed to provide informal, confidential consultations to those seeking support for various concerns. Let's Talk is not a substitute for formal counseling services, but rather a valuable resource to access brief, supportive conversations with trained professionals.

Here are some key points about Let's Talk:

1. **Informal Support:** Let's Talk sessions are informal, one-on-one conversations where students can discuss concerns, gain insights, and explore solutions to their challenges. It is not intended to provide ongoing therapy.
2. **Confidential:** Conversations at Let's Talk are confidential. However, in rare cases where there may be concerns about safety or risk to self or others, appropriate helpers may need to be informed. Every effort will be made to maintain your privacy.
3. **No Appointment Necessary:** You do not need to schedule an appointment for Let's Talk. It operates on a first-come, first-served basis, making it a convenient option for quick support.

## **How is Let's Talk different than counseling?**

Differences from Counseling: Let's Talk sessions differ from formal counseling in that they are not meant for long-term therapy. If you require ongoing, in-depth counseling, we recommend connecting with Student Health and Wellness to determine a more appropriate plan.

## **What can I expect during Let's Talk?:**

- A welcoming and non-judgmental environment.
- A trained professional who will listen to your concerns.
- A brief, solution-focused conversation to explore your issues.
- Guidance, information, and resources to help address your concerns.
- A supportive space to discuss a range of topics, including academic stress, relationship concerns, personal development, and more.

*\*Let's Talk is a program that started at Cornell University and has been replicated across the country at many universities. SHW met with Cornell in Fall 2023 and received their permission to bring this program to OHSU.*

### **How often can I use Let's Talk?**

You can utilize Let's Talk as often as needed. There is no set limit to the number of times you can attend sessions. However, please keep in mind that Let's Talk is designed for short, supportive interactions. If you find that you require more extensive or ongoing support, our staff will be happy to help you access appropriate resources.

### **Will any notes be kept about my visits?**

- Notes will not be taken unless there is an imminent risk.

### **Will the Let's Talk provider and other Student Health providers discuss anything?**

- All consultations provided by Student Health staff are confidential and will not be shared outside of Student Health (except in special circumstances listed below). This includes Let's Talk sessions. Given the integrative nature of care at Student Health, content may be discussed with other Student Health providers to ensure the best quality of care and integration of services.
- If your situation is beyond the scope of services provided by the Let's Talk provider, you may seek or be referred to other providers at Student Health or referred outside of Student Health.

### **Special circumstances where information may be disclosed outside of Student Health**

In certain circumstances, providers may share information about you without your permission as may be permitted or required under applicable law, including FERPA or HIPAA. Providers may need to release certain information in circumstances including, but not limited to the following:

- You indicate intent to harm yourself or others.
- You reveal abuse or neglect of a child, or of elderly, dependent, or disabled person.
- You have a medical emergency.
- You are diagnosed with a reportable disease as required by the State Health Department.
- A court of law orders disclosure of information about your treatment.
- A provider has reason to believe that you are impaired in your ability to safely care for patients.
- A provider has reason to believe that you have violated OHSU's Code of Conduct in a way that jeopardizes your safety, or the safety of your peers or patients -