

Santa Clara University Counseling & Psychological Services (CAPS)

How to Find an Off Campus Counselor

Selecting a professional counselor in the community and scheduling an appointment is an unfamiliar process to many students. Below are some referrals and a few tips to follow for scheduling an appointment.

<u>Referral Name</u>	<u>Phone #</u>	<u>Notes</u>
1. _____		
2. _____		
3. _____		

Low Fee Agency:

6 Tips for Scheduling:

1. Plan ahead as it may take at least a week or more before you are able to meet with an off campus counselor.
2. Know when you are available to meet.
3. Have your insurance information available.
4. If you have the SCU Aetna see the attached list or stop by The Cowell Center and ask to speak to the insurance coordinator for specific information about your coverage. If you have your own health insurance, call (typically there is a 1-800 number) and ask about your coverage for outpatient mental health services.
5. When you call a counselor, It is likely that you will get an answering machine; therefore, it is best to leave a brief message, including your name, a number that you can be reached, purpose for calling, and best times to return your call.
6. When you speak with a counselor, identify yourself as a Santa Clara University student referred by a counselor at Santa Clara University Counseling & Psychological Services (CAPS) and be prepared to give a brief description of your concerns, and if possible, goals for therapy.
7. You may want to ask the counselor the following questions:
 - Do you have openings? (If the answer is no, do you have any recommendations for other referrals?)
 - What is your experience with concerns like mine? (e.g., depression, anxiety, family issues, relationship conflicts, etc.)
 - What is your counseling style?
 - For how many sessions do you typically see clients for my concerns?
 - What kind of counseling license do you have?
 - What is your fee? Is it negotiable?
 - Do you have a reduced fee for students on a budget?
 - Where are you located?

If you have further questions about the referral process you can call CAPS at 408-554-4172. If an urgent situation arises before you connect with an off campus counselor, please return to CAPS. Counselors are available for urgent concerns during business hours, Mon - Fri between 8:30 – 5:00 PM. For emergencies when we are closed contact Campus Safety at 408-554-4444.