



Return from Hospitalization

The University of New Orleans (UNO) cares about your safety and well-being. We are writing to share information about the next steps for you as you are transported to the hospital and for whatever point you are released from the hospital. When a student is in crisis and has experienced hospitalization or episodes of serious difficulty, our main goal is to make sure you are ready to handle the stress and strains of campus life before you return.

You will find helpful information that will aid you in your return to UNO

- Release of Information for the hospital and UNO Counseling Services
- Returning from Hospitalization resources
- Frequently Asked Questions

What happens now?

You will be transported to an emergency room, where you will be evaluated by a medical professional, and they will determine the best course of action. Please note that UNO does not have a say in what happens once you are transported from campus. Be honest. This is your time to discuss your thoughts and feelings and what led you to where you are today.

Residential Life or Privateer Place staff might ask for your keys, so that they can ensure that your room is locked and that no one is able to gain access nor disturb your possessions while you are in the hospital.

When you return to your residence on campus, check in with the staff, so that they are aware that you are out of the hospital, and back on campus. They will return your keys.

Enclosed is a Release of Information form, which will allow the hospital staff to speak with UNO Counseling Services to ensure that you receive the appropriate care and support when you return to campus. This is optional but can be beneficial in helping you understand your experience and the recommendations being made for follow up care.



Release of Information

I understand that UNO Counseling Services has an obligation to keep my personal information, identifying information, and my records confidential. I also understand that I can choose to allow UNO Counseling Services and certain individuals and agencies to release some of my personal information to coordinate my care.

Student information

Name: _____ Date of birth: _____

Student ID number: _____ Contact number: _____

Emergency contact name and phone number: _____

Hospital Information

Hospital name: _____

Address: _____

Phone number: _____

Student Consent

I, _____, authorize _____ and University of New Orleans Counseling Services to share the following information to coordinate my care.

(Student Name) (Hospital name)

The information may be shared (check all that apply): in person by phone by fax by mail by e-mail
 I understand that electronic mail (e-mail) is not confidential and can be intercepted and read by other people.

What info about me will be shared:	Service dates, discharge summary, follow up care/ discharge plan and any information needed for continuity of care.
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Please Note: there is a risk that a limited release of information can potentially open access by others to all your confidential information held by UNO Counseling Services.

I understand:

- That I do not have to sign a release form. I do not have to allow UNO Counseling Services to share my information. Signing a release form is completely voluntary. That this release is limited to what I write above. If I would like UNO Counseling Services to release information about me in the future, I will need to sign another written, time-limited release.
- That releasing information about me could give another agency or person information about my location and would confirm that I have been receiving services from UNO Counseling Services.
- That UNO Counseling Services and I may not be able to control what happens to my information once it has been released to the above person or agency, and that the agency or person getting my information may be required by law or practice to share it with others.

I understand that this release is valid when I sign it and that I may withdraw my consent to this release at any time either orally or in writing. I understand that this release expires 3 months after the date of my signature.

Signed: _____ Date: _____ Time: _____



Returning from Hospitalization Resources

Returning to campus after any absence can lead to many questions and concerns about what you may have missed, how to catch up and who is available to help during this transition. Below is a list of campus resources and connections that can help support you during your transition back to campus life.

Your academic advisor is there to help and provide guidance when returning to classes, communicating with professors, and making any adjustments to your academic schedule because of your absence. **To find your academic advisor, log in to myapps.uno.edu. Select the Privateer Success app, and your student profile will appear. In the lower right corner of this page those members of your success team will appear.**

[Counseling Services](#) is in 226 University Center and can be reached by calling 504-280-6683 from 8 am- 4:30 pm, Monday – Friday. Counseling services can provide you with crisis support, individual counseling and can help you find mental health resources outside of campus, if needed.

If you have been hospitalized for a mental health concern, the Outreach and Referral Coordinator for UNO Counseling Services, Michaela Godfrey, will reach out by email and phone to check in periodically after you return to campus. Her job is to help you understand your discharge summary and follow up care plan that was given by the hospital and ensure that you are connected to the appropriate resources. If you need to reach out to her before you return, she can be reached by emailing migodfr1@uno.edu or call Counseling Services and ask to speak with her.

[The HUB](#) (part of the Office of Student Affairs) is located at 248 University Center and can be reached by calling 504-280-6222 from 8 am- 4:30 pm, Monday – Friday. The HUB can help with assessing needs, developing a plan, and connecting students to resources that are outside of academic or mental health needs.

If you have been hospitalized for a reason other than mental health, a Student Care Coordinator will reach out by email and phone, to check in. If you need to reach out to them before you return, you can email hub@uno.edu or call 504-280-6222 and ask to speak with a Student Care Coordinator.

[Disability services](#) is in room 126E in the Earl K. Long Library. Disability services can help you determine what, if any, accommodations you may need after hospitalization to assist with your academic success. Accommodations will differ with each situation, contact Disability Services at 504-280-7327 for more information.

[Ochsner Campus Health](#) is located at 238 University Center and can be reached by calling 504-280-6387 from 8 am- 4:30 pm, Monday – Friday. The on-campus clinic is an Ochsner Urgent Care and can help with minor medical issues, routine follow ups, and connecting you with doctors within the Ochsner network.



Frequently Asked Questions

How do I get back to campus after the hospital discharges me?

- The office of public safety can arrange transportation back to campus from the hospital. They can be reached by calling 504-280-6666.

If the hospital is transferring me to another hospital, who do I need to communicate with?

- Make sure you are in communication with family members and/or close associates, so that someone is aware of where you will be taken.
- If you are unable to reach any friends or family, you can contact UNO Counseling Services, 504-280-6683 and inform them of your transfer, so they can keep a record.

If I need to miss more than a day of classes, who do I need to communicate with?

- If you know in advance that you will be out of classes for an extended period, reach out to your academic advisor, your professors and the Student Care Coordinator. This way you can stay up to date on your assignments, deadlines and decide with your professors about past due assignments.
- Here is an example email template:

Dear Professor (instructor's last name),

My name is (your full name), and I am in your (specific class, day, and time). I've had a hard time with (examples: my mental health during the pandemic, attending classes because of a recent medical issue). As a result, I have missed (examples: several classes, several deadlines in my classes). Would it be possible to request (example: an extension on my short story assignment?, make up that test I missed?). I'm also open to coming to office hours to discuss my options.

Thank you,

(Your name)

If I need to withdraw from school?

- The decision to withdraw from school for any reason can be difficult to make and should not be made alone. Your financial aid counselor and academic advisor are there to help guide you through this process and ensure that your withdrawal is successful.
- The Financial aid counselor can help you review your university finances to see if there would be any money owed to you or any money owed back to the school. The financial aid office can be reached by calling (504) 280-6603 or emailing finaid@uno.edu.
- The academic advisor can help ensure that you correctly withdraw from your classes, so that you are able to return to the university and complete your studies if you choose.
- Click [here](#) for additional withdrawal information.



What about my housing?

- If you currently live in campus housing and decide to withdraw from school, you must check out and cancel your housing by completing an online cancelation form.
- For more information about canceling housing contact Residential life by calling (504) 280-6402 or email residentiallife@uno.edu. For Privateer Place, contact staff at (504) 571-9712.
- If you would like to request changes to your on-campus housing assignment, Residential Life will work with the Office of Disability Services to review and approve/ deny the request.

How do I request accommodations for classes?

- If you do not have current disability-related documentation, you can provide the form found [here](#) to your doctor, psychologist, or whoever has treated you or made your diagnosis complete. After this professional has completed this form, scan and send via email to aaking@uno.edu . If this is not possible, the documentation can be mailed.
- To receive accommodations, the documentation must be submitted, you meet with a staff member, discuss possible reasonable accommodation and the policies and procedures of this office.
- Accommodations may include (but are not limited to):
 - Distraction reduced testing environments
 - Extended time to complete tests/exams
 - Alternative Media: Various formats for textbooks and other course materials
 - Assistive Technology: on-campus software programs for computer screen enlargement, speech-to-text programs, text to speech, assistive listening devices, etc.
 - Note-Taking Assistance: audio recordings of lectures, access to programs or software to facilitate note taking, or enlisting a volunteer note-take
- Students are encouraged to contact the office with questions regarding services or to schedule an appointment by emailing Amy King at aaking@uno.edu .