



## THE UNIVERSITY *of* NEW ORLEANS

### **Return to Campus**

The University of New Orleans (UNO) cares about your safety and well-being. I am writing to share information about the next steps for you as you are transported to the hospital and at 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.

In this folder, you will find helpful information that will aid you in returning to be successful at the University of New Orleans.

- Release of Information for the hospital and UNO Counseling and Health Services
- Returning to campus resources
- Frequently Asked Questions
- Tips on how to manage and cope with stress
- Tips on how to communicate about your experience
- Additional resources

### **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 will 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 front desk, so that they are aware that you are out of the hospital, back on campus to stay, and they will return your keys.

Enclosed is a Release of Information form, which will allow the hospital staff to speak with UNO Counseling and Health 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.



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## Release of Information

I understand that UNOCHS has an obligation to keep my personal information, identifying information, and my records confidential. I also understand that I can choose to allow UNOCHS 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  
(Student Name) (Hospital name)

Counseling and Health Services to share the following information to coordinate my care: Service dates, discharge summary, follow up care/ discharge plan and any information needed for continuity of care.

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.*  
\*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 UNOCHS.

I understand:

- That I do not have to sign a release form. I do not have to allow UNOCHS to share my information. Signing a release form is completely voluntary. That this release is limited to what is written above. If I would like UNOCHS 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 UNOCHS.
- That UNOCHS 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: \_\_\_\_\_



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### Returning To Campus 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 and support you during your transition back to campus life.

**Your academic advisor** is there to help and provide guidance with returning to classes, communicating with professors, and making any adjustments to my academic schedule because of your absence.

My academic advisor is \_\_\_\_\_.

They can be reached by calling, \_\_\_\_\_, or emailing, \_\_\_\_\_.

Their office hours are \_\_\_\_\_.

**Counseling Services** are 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.

**The HUB** is located at 252 University Center and can be reached by calling 504-280-6227 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 in the HUB 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](mailto:hub@uno.edu) or call 504-280-6227 and ask to speak with a Student Care Coordinator.

**Accessibility services** are in room 126E in the Earl K. Long Library. Accessibility services can help you determine what, if any, accommodations you may need after hospitalization to ensure your success in your academics. Accommodation will differ with each situation, contact Accessibility Services at 504-280-7284 for more information.

**Oschner Health Services** is located at 238 University Center and can be reached by calling 504-280-6387 from 8 am- 4:30 pm, Monday – Friday. Health Services is an Oschner Urgent Care and can help with minor medical issues, routine follow ups, and connecting you with doctors within the Oschner network.



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### 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 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 Coordinators from the HUB. This way you can stay up to date on your assignments, deadlines and decide with your professors about assignments past due.
- 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](mailto: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.
- For more information about the withdrawal process, visit [www.uno.edu/bursar/withdraw](http://www.uno.edu/bursar/withdraw)



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### What about my housing?

- If you currently live in campus housing and are deciding to withdraw from school, you must check out and cancel your housing by completing an online cancelation form.
- For more information about cancelling housing contact Residential life by calling (504) 280-6402 or emailing [residentiallife@uno.edu](mailto:residentiallife@uno.edu).
- If you would like to request changes to your on-campus housing assignment, Residential Life will work with the Office of Accessibility 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 <https://www.uno.edu/media/15566> to your doctor, psychologist, or whomever it is who has treated you or made your diagnosis complete. After this professional has completed this form, it would be best to scan and send via email to [atadc@uno.edu](mailto:atadc@uno.edu). If this is not possible, the documentation can be mailed.
- To receive accommodation, 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 of Accessibility with questions regarding services or to make an appointment by emailing [atadc@uno.edu](mailto:atadc@uno.edu) or calling 504-280-7284.