

# Timely Access & Referral of Students to Services

## Addressing Personal Issues A3.07

The Rowan-Virtua School of Osteopathic Medicine Physician Assistant (PA) Program is committed to supporting students who are experiencing personal issues that may impact their academic performance, professional development, or overall progress in the program. In accordance with ARC-PA Standard A3.07, the program provides and publishes written procedures to ensure timely access and/or referral to appropriate support services. These procedures are consistently applied and are intended to connect students with timely, confidential, and appropriate resources.

### Procedure

#### 1. **Initial Point of Contact:**

Students experiencing personal difficulties that may interfere with their academic or clinical responsibilities are encouraged to contact the PA Program Director, PA Faculty, or their Designated Academic Advisor as their initial point of contact. Faculty are trained to maintain confidentiality and facilitate access to appropriate resources.

#### 2. **Available Support Services**

Students may be referred to one or more of the following resources, depending on the nature of the issue:

- **Student Health and Wellness**
  - Offers health care services, including confidential medical consultation and support.
  - Offers mental health care services, including confidential psychological consultation and support.
- **Office of Accessibility Services**
  - For students requesting accommodations due to personal health or psychological conditions.
- **Center for Student Success**
  - Offers academic support and coaching, assisting with improving studying skills, time management, Board preparation, and tutoring.
- **Financial Aid**
  - Offers guidance regarding all aspects of financial concerns in coordination with the registrar and bursar offices.
  - Can assist with financial scholarship application and processing.
- **Student Life and Housing**
  - Offering guidance and support regarding graduate housing
  - <https://som.rowan.edu/oursom/campus/area-information/>
  - Discover the Rowan University Affiliated Campus Housing opportunities in Glassboro for SOM students Visit: <https://som.rowan.edu/oursom/campus/area-information/affiliated-housing.html>

- Learn more about our Off-Campus Housing Partners Visit: <https://som.rowan.edu/oursom/campus/area-information/offcampus-housing.html>
    - See Niche's top places to live in [Camden County \(Stratford\)](#) and [Gloucester County \(Sewell\)](#)
  - **Health Science Library**
    - Offers access to a robust list of resources, lib-guides, journals and individualized support services.
  - **Public Safety**
    - Provides timely and ongoing commitment to campus safety.
- 3. **Timely Access**
  - Students who report urgent concerns will be assisted in real time, or will be provided the opportunity to schedule same-day or next-business-day appointments with the appropriate resource, office, or personnel.
  - Non-urgent concerns will be referred, with follow-up expected within three business days.
  - In cases of acute health, psychological crisis, or safety concerns, students are directed to call **911 or Rowan Public Safety at 856-681-6287**. Public Safety will be contacted immediately to ensure the student's safety.
- 4. **Follow-Up and Documentation**
  - The PA Program Director, PA Faculty, or the student's Designated Academic Advisor will follow up with the student within one week of the referral to confirm access to services, unless the student requests otherwise.
  - Referrals are documented in a confidential, non-academic file accessible only to appropriate program leadership.
- 5. **Emergency Situations**

Students experiencing personal emergencies outside of regular business hours should contact:

  - **Rowan Public Safety and campus escort (Sewell): 856-681-6287**
  - **National Suicide & Crisis Lifeline:** Dial 988
  - **Local Emergency Services:** 911

## Student Health and Wellness – Policies and Procedures

Website: <https://som.rowan.edu/education/studentlife/wellness.html>

The PA Program is committed to supporting our students both personally and professionally. In addition to assigned faculty advisors, an open-door policy within the department for walk-in student support, and weekly intradepartmental communication, the following resources and procedures are available for timely access to care for personal issues.

### 24/7 Emergency Support & Crisis Counseling

If you or someone you know is in crisis, the following services are available 24/7:

- Rowan Public Safety: [856-256-4911](tel:856-256-4911) and ask to speak with the Counselor on Call.
- Crisis Center Hotline/Oaks Integrated Care: [856-428-4357](tel:856-428-4357)
- National Suicide Prevention Lifeline: 988

- Call 911 or go to the nearest emergency room.

These services give students who are in significant distress immediate access to professionals specializing in suicide prevention and mental health crisis intervention.

## Student Mental Health Services

<https://som.rowan.edu/education/studentlife/wellness.html#tab40>

**Rowan-Virtua SOM Student Health & Wellness** offers students in-person and/or telehealth services provided by doctoral-level licensed psychologists who are specially trained to address both personal mental health issues, as well as academic performance-related stress and coping concerns.

### **In order to schedule an initial appointment for campus-based mental health or performance coaching services:**

Call Rowan-Virtua SOM Student Health & Wellness (856) 566-7175

An individual may self-refer or be referred by the Office of Student Affairs or other departments of the school. The confidentiality of the student is protected, and no treating clinician will have a role in the evaluation of student academic or professional performance. Services include diagnostic evaluation and assessment, treatment planning, individual psychological counseling, and referral to appropriate specialized resources (on- or off-campus).

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The [Rowan-Virtua Department of Psychiatry Outpatient Clinic](#) offers confidential access to psychiatric evaluation and medication management. Accepts most insurance/copays apply.

**Location:** 100 Century Parkway, Suite 350, Mount Laurel, NJ 08054

**Phone:** [856-482-9000](tel:856-482-9000) (Identify yourself as a Rowan-Virtua SOM student)

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Oaks Integrated Care has a Mental Health Urgent Care center and also offers Early Intervention Support Services (EISS) on-site and through telehealth. Early Intervention Support Services include:

- Individual counseling
- Medication treatment
- Psychiatric consultation
- Access to community resources
- Referral to follow-up services

**Location:** 2051 Springdale Rd, Cherry Hill, NJ 08003

**Phone:** [856-254-3800](tel:856-254-3800)

**Hours:** Office Hours: Monday-Friday, 9 a.m. – 5 p.m., Saturday, 9 a.m. - 12:00 p.m.

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[TimelyCare](#) offers students 24/7 on-demand emotional support, scheduled counseling, and self-care content. To schedule free counseling sessions, [click here](#) (<https://som.rowan.edu/education/studentlife/wellness.html>) and register/login with your Rowan-Virtua email or call [833-484-6359](tel:833-484-6359) for assistance. You will have the option to self-schedule appointments and select the day, time, and mental health provider of your choice.

SOM Mental Health Resource Guide: <https://som.rowan.edu/documents/student-mental-health-resources-guide.pdf>

Student emergency funds application:  
<https://sites.rowan.edu/deanofstudents/forms/emergencyfunds.html>

Police Fire or Medical Emergencies	911
Mental Health Emergencies	988
<a href="#">New Jersey Mental Health Cares</a>	866-202-4357
<a href="#">Suicide Prevention Lifeline</a>	1-800-273-8255
<a href="#">Crisis Text Line</a>	Text START to 741-741
<a href="#">Addiction Hotline</a>	844-222-0553
AIDS Hotline	800-342-2437
<a href="#">RAINN</a>	800-656-4673
<a href="#">Domestic Violence Hotline</a>	866-723-3014
<a href="#">Center for Family Services</a>	877-922-2377

## Student Health Services

It is important to note that the University policy emphasizes the student's mental and physical well-being. Acceptance and matriculation at the School are contingent upon continued mental and physical well-being, sufficient to demonstrate ability to successfully complete the program of studies at this School. In order to determine standing, the School reserves the right to require a mental or physical examination after matriculation at the School to evaluate fitness for continued studies. Specific health and immunization requirements for matriculation can be found in the Admissions section of this Handbook.

[Rowan-Virtua SOM Student Health and Wellness](#), led by Dr. Todd Schachter, is staffed by a team of experienced and compassionate healthcare professionals to serve the physical and mental health needs of medical students at Rowan-Virtua SOM.

### Location

Rowan Medical Building (RMB)  
42 E. Laurel Rd. Suite 3200  
Stratford, N.J. 08084-1501

### Hours of Operation

Monday 9 a.m. – 4:30 p.m.  
Tuesday 9 a.m. – 4:30 p.m.  
Wednesday 9 a.m. – 4:30 p.m.  
Thursday 12 p.m. – 7:30 p.m.  
Friday 8:30 a.m. – 4 p.m.

### Contact Information

Todd Schachter, DO, FAOCPr: [schachter@rowan.edu](mailto:schachter@rowan.edu)

Email: [ehsh@rowan.edu](mailto:ehsh@rowan.edu)

Phone: [856-566-6825](tel:856-566-6825)

For more information about health insurance coverage, waiving coverage and adjudication, visit: <https://som.rowan.edu/education/studentlife/student-health-insurance.html> Students can also access the physicians through our primary care offices or through their own insurance plan:

- List of providers at [Rowan Medicine](#)
- List of providers for [AETNA](#) (School insurance)

## Students At Significant Risks To The Health And Safety Of Self Or Others

If you, or a Rowan friend, or students, are in immediate crisis, please call Public Safety at: [856-256-4911](tel:856-256-4911). Students may also call the Wellness Center, after hours, including weekends, at [856-256-4333](tel:856-256-4333) and follow the prompts to be connected to the On-Call Counselor.

**National Crisis/Suicide Lifeline:** Text or Call [988](tel:988)

### **If you are in Crisis and it is after normal business hours:**

- Call [856-256-4333](tel:856-256-4333) to speak with an on-call counselor who is available for emergent phone consultation and crisis intervention.
- Call Public Safety at [856-256-4911](tel:856-256-4911). Public Safety can connect you with an on-call counselor.
- Call 911

### **Off Campus Resources:**

**Call any of the following 24/7 free and confidential crisis hotlines.**

- National Suicide Hotline: 988
- <https://988lifeline.org/>
- LGBTQ Trevor Lifeline: Text: START to 678-678 or call 1-866-488-7386
- National Eating Disorders Association Crisis Text Line 24/7: Text “NEDA” to 741741 to be connected to a Crisis Counselor.
- SERV (Services Empowering Rights of Victims): 1-866-295-7378

- Addictions Hotline: call 1-800-662-4357 crisis-text-line
- If you identify as a young person of color you can text the word STEVE at 741741 to connect with a trained crisis counselor 24/7.  
<https://stevfund.org/crisistextline/>
- If you identify as Muslim, you can text the word SALAM to 741741 or 1-855-95-AMALA to connect with a trained crisis counselor 24/7.

Rowan-Virtua SOM follows Rowan University policy for [Students-At-Significant Risks to the Health and Safety of Self or Others](#). Any person who becomes aware of a student that has expressed or is engaging in behavior that puts the health and safety of themselves or others at risk (ex. Suicidal ideation, plan, intent or behavior or homicidal ideation plan, intent, or behavior) should contact the appropriate authorities immediately. If there is imminent and/or immediate danger, the Police should be contacted at 911. The [Office of Public Safety \(856-681-6287\)](#) should be contacted for emergency response and/or transport of the student to the nearest emergency room or to the Department of Public Safety & Emergency Management or the Police Department.

Rowan University's Situation Threat Assessment Policy and Protocol outlines a structured, multidisciplinary process for identifying, evaluating, and addressing individuals or situations that may pose a threat to campus safety and well-being, with defined roles, assessment steps, and response options. Full details are available here:  
<https://confluence.rowan.edu/display/POLICY/Situation+Threat+Assessment+Policy+and+Protocol>

Safety Interim Suspension / Withdrawal

policy: <https://confluence.rowan.edu/pages/viewpage.action?pageId=61424761>

In any emergency situations requiring transportation to the emergency room for evaluation for hospitalization, the [Office of Public Safety](#) and the PA Program Director or PA Associate Program Director must be informed in a timely manner.

In emergency situations, the student's emergency contact(s) will be notified, and the identified significant concern over health and safety will be communicated to the emergency contact.

Please visit <https://sites.rowan.edu/wellness/counseling/concernedabout.html> for additional information.

If there is not imminent and/or immediate danger, contact the on-call counselor (856-256-4333) at [Student Health & Wellness](#) and they will notify the Director of Student Health & Wellness. Afterwards, contact the PA Program Director or PA Associate Program Director immediately to report the situation.

The student will be evaluated by Student Health & Wellness Staff. The Student Health & Wellness staff will develop an appropriate disposition, including contacting the Department of

Public Safety and Emergency Management for transport to the nearest emergency room for evaluation for admission into the hospital, if necessary.

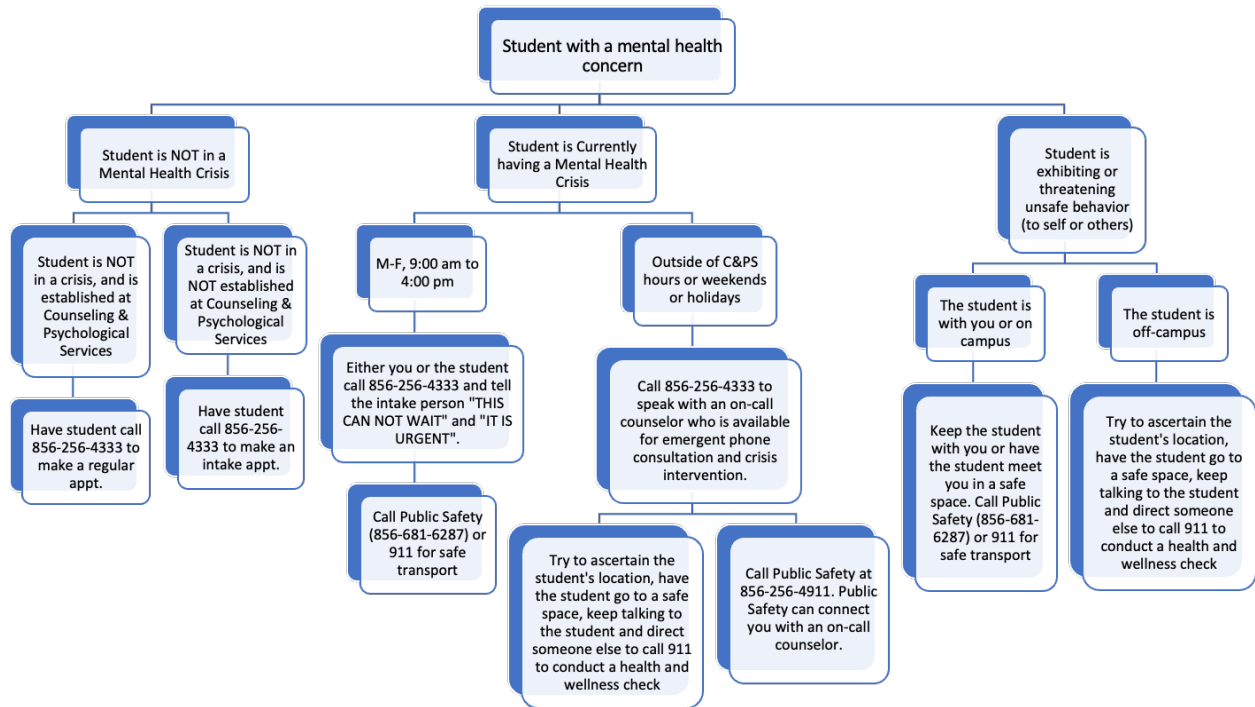
If the student is engaging in behavior or is threatening to engage in behavior that puts other students at risk, a Situation Threat Assessment will be considered, in accordance with the Rowan University [Situation Threat Assessment Policy and Protocol](#), in effort to ensure the health and safety of the student and campus. If the student is engaging in or is threatening to engage in behaviors that put themselves at risk, the student will be referred to Student Health & Wellness for evaluation with appropriate treatment recommendations communicated to the student. Treatment options range from counseling and/or medication management to referral to the nearest emergency room for evaluation for admission.

Student Health & Wellness will work with the [Office of Residential Learning & University Housing](#) and other departments on campus (with appropriate consent of the student) to ensure a safe and healthy living environment on campus for the student and others, in the case of concerns about an SOM student living in Rowan University housing.

Any actual behaviors that are threatening to the health and safety of self or others will also be evaluated by the PA Program Director or PA Associate Program Director as to whether they violate the Rowan-Virtua SOM Code of Conduct.

### **Mental Health Emergencies**

Please visit <https://sites.rowan.edu/wellness/counseling/concernedabout.html> for additional information.



Please call [856-256-4333](tel:856-256-4333). Students can schedule an appointment with a counselor by calling the Wellness Center during regular business hours.

**When helping someone in crisis, it is important to remember to:**

- Clarify the problem
- Communicate your commitment to help
- Contact appropriate professional staff
- Talk in a calm, direct and reassuring manner
- Stay until assistance arrives