

POLICY NUMBER: 400.4 (COCA 9.8)

MENTAL HEALTH SERVICES

I. PURPOSE

To ensure all students have confidential access to an effective system of counseling and mental healthcare 24 hours a day, 365 days a year, from all locations where students receive education from LMU-DCOM.

II. POLICY STATEMENT

In accordance with the Commission on Osteopathic College Accreditation (COCA) Element 9.8, it is policy of LMU-DCOM to provide its students at all locations with confidential access to an effective system of counseling and mental healthcare from a mental health care provider. A mental health care provider must be accessible 24 hours a day, 365 days a year, from all locations where students receive education from the COM.

III. DEFINITIONS

N/A

IV. AUDIENCE

This policy applies to all stakeholders (faculty, staff, students, administration, and community members) interested in learning more about the mental health services provided to LMU-DCOM students.

V. COMPLIANCE

N/A

VI. ROLES AND RESPONSIBILITIES

Responsible Office: LMU-DCOM Student Services and LMU Office of Mental Health Counseling responsible for ensuring students can obtain mental health services 24 hours a day, 365 days a year, from all locations where education is taking place.

Responsible University Officer: LMU-DCOM Assistant/ Associate Deans of Students; Executive Director for Counseling and Accessibility.

Policy Oversight Committee: LMU-DCOM Policy Process Committee

VII. STANDARDS

COCA Element 9.8: Mental Health Services (CORE)

VIII. PROCEDURE

Mental Health Services: Pre-Clinical Years

Students have access to confidential mental health counseling and care. The staff of the LMU Office of Mental Health Counseling help current students overcome the personal, career, and academic concerns that often stand in the way of them reaching their full potential. The office operates as the primary mental health service for undergraduate, graduate, and professional students enrolled at the University. Counselors provide free, short-term treatment typically lasting between five to eight sessions per semester; however, treatment may extend beyond

eight sessions when appropriate.

Counseling provides an opportunity for students to explore their unique problems, difficulties, and concerns with a licensed mental health professional in a safe and confidential environment. In addition, the office offers crisis intervention and psychoeducational training for the campus community.

If students require long-term counseling or treatment needs exceeding the scope of LMU's practice, the counselors will work with the individual to find appropriate off-campus treatment options. Students who secure services in the community are responsible for paying for those services. Most community providers accept insurance. Some have a sliding scale fee schedule for those who do not have insurance that covers mental health services. Information regarding counseling services is found on the following website:

<https://www.lmunet.edu/counseling/services-provided>

After hours calls to the LMU Office of Mental Health Counseling are forwarded to a call center staffed with professional mental health counselors to assist callers. This service is available after-hours during weekdays, any time during weekends, holidays, and when the campus is closed for inclement weather.

- A main mental health services phone number is given to all students which is accessible anywhere where students have phone services: 423-869-6277
- During normal business hours (8:00am – 4:30pm, Monday – Friday), this number will reach the main campus in Harrogate where the mental health counselors either on the Harrogate, Knoxville, or Orange Park campus will be notified. The counselors will assess the situation to make certain that all emergent situations are handled appropriately either with a call to 911 or referral to inpatient psychological services. If the situation is not an emergency, the counselor will schedule an appointment with the student for a follow-up.
- During after hours, the same main number will be forwarded to a call center where a licensed professional counselor will support students.
- If a student is off campus, the on-campus counselor or call center counselor will direct the student to the nearest licensed professional in their area.
- All encounters are confidentially documented with procedures for follow-up.

Mental Health Services: Clinical Years

StudentLife by Empathia has partnered with Lincoln Memorial University to offer 24/7, expanded mental health and daily life services. StudentLife acts as an extension to your onsite resources by providing students with expert assistance and practical resources for addressing mental health concerns, substance abuse, personal problems, balancing school and other obligations and many other issues. Faculty and staff also have access to a 24/7 consultation service that can assist with addressing student performance and wellbeing, as well as crisis situations. StudentLife is free and confidential support with a focus on addressing barriers to academic success.

Mental health support is available in such areas as:

- Stress, depression and personal problems
- Balancing school and personal needs
- Relationship concerns

- Alcohol or drug dependency
- Managing anger or other negative emotions

Resources for daily life are available in such areas as:

- Financial consultation and resources to set up a budget, establish good credit, learn more about student loan options, planning for managing debt, etc.
- Legal consultation with an attorney either over the phone or face-to-face for consumer law, traffic citations, fender benders, landlord-tenant issues, etc.
- Finding volunteer opportunities
- Finding housing options and resources
- Locating transportation options
- Problem-solving for addressing food insecurities
- Identifying childcare resources and guidance
- Finding service providers after a move
- ...and much more

Faculty and staff can contact StudentLife for consultation and support in addressing such student- related concerns as:

- Talking to a student about class performance
- A student's personal problem
- Suspected drug or alcohol use impacting grades
- Interpersonal conflicts affecting class participation
- Establishing clear, attainable expectations
- Addressing crisis situations, such as a violent incident, death of a student or a natural disaster

IX. CONTACT INFORMATION

For more information regarding this policy, please contact Student Services at LMU-DCOM or the LMU Office of Mental Health Counseling.

Harrogate: 423-869-7200

Knoxville: 865-338-5800

Orange Park: 423-869-7740

X. DOCUMENT HISTORY

Version S22.1

Approved by LMU-DCOM Dean's Council: 05/11/22

Approved by LMU Office of General Counsel: 05/19/22

Approved by LMU-DCOM Deans Council (*Editorial changes only*): 06/01/22)

Version S23.1

Editorial changes only 06/19/23

Version F25.1

Editorial updates to formatting, text and title 08/11/25

Version F25.2

Editorial changes made per Dean's approval 10/20/25

Version F26.1

Reviewed for AY26-27; Editorial Updates Completed 08/10/26

XI. FORMS

Student Handbook

<https://www.lmunet.edu/debusk-college-of-osteopathic-medicine/documents/DCOMStudentHandbook.pdf>

Mental Health Counseling

- Services Provided
<https://www.lmunet.edu/counseling/services-provided>
- LMU Mental Health Counseling Main Phone Number, 423-869-6277
- Harrogate Campus, Monday-Friday, 8am-4:30pm,
<https://www.lmunet.edu/counseling/schedule-an-appointment>
- Knoxville area locations/sites, Monday-Friday, 8am-4:30pm
<https://www.lmunet.edu/counseling/schedule-an-appointment-knoxville>
- Orange Park, FL Campus, Monday-Friday, 8am-4:30pm,
<https://www.lmunet.edu/counseling/schedule-an-appointment-orange-park-florida>
- LMU-DCOM Students on Rotations, StudentLife by Empathia, hours vary,
Phone: 1-855-695-2818
Student Code: LMU1
URL: <https://student.mylifematters.com/login>

After Hours Emergencies

- All locations, Monday-Friday after 4:30pm and Saturday-Sunday 24 hours, also available on holidays and when LMU is closed for inclement weather, 423.869.6277
- All calls during these times are forwarded to a professional call center staffed by mental health counselors through StudentLife by Empathia. All LMU students have access to StudentLife by Empathia at any time.

Additional Online Resources

- National Suicide Prevention Hotline, 988
 - [988 Suicide & Crisis Lifeline | Federal Communications Commission](https://www.988lifeline.org/)
- Veterans Crisis Line, 998, press 1
 - <https://www.veteranscrisisline.net/>