

Policy on the Release of Student Counseling Center Records

Request for Counseling Records

It is the policy of the Student Counseling Center that confidential client records may only be released to a licensed or certified mental health professional (e.g. psychologist, psychiatrist, counselor, social worker or psychiatric nurse) with the client's signed permission. Upon written request, we will provide a copy of your treatment summary and/or other pertinent portions of your record to another mental health care provider of your choice. The client record is the property of the Troy University's Student Counseling Center rather than the client. If a counselor believes that access to the records would be harmful to the student's mental, physical, or emotional health, access may be denied to portions or even the whole file. If the counselor believes that access to files could lead to the harm of others, access may be denied.

When requests for records are received from insurance companies, military personnel, or security clearance personnel (e.g. FBI, CIA), we will only release a file to a licensed mental health professional, with written permission from the client. We will not make recommendations on a client's suitability for service, security clearances or jobs. Such evaluations require different techniques and skills.

With written permission, we will release information that the student attended counseling and the number of sessions attended. It is the counselor's discretion regarding the release of documentation and at least 1 week's advance notice is required for documentation requests. Documentation cannot be provided without proper notice. Office staff cannot make such a release.