

# Transition of Care Guide

If you received treatment for a mental health condition while in high school or before, there are several things you can do to continue to stay healthy while transitioning to and attending college. These considerations can also be applied to other ongoing medical conditions.

## GETTING READY

### Learn About Resources

The UMass Center for Counseling and Psychological Health [website](#) is the place to start. Here you can:

- Check out our services (workshops, groups, therapy, crisis services, and medication consultation).
- Plan for the cost of your care. Call your insurance company to determine your benefits.
- Plan for the type of therapeutic care that has been helpful: weekly, bi-weekly, brief (3-4 sessions). If you are new to therapy, Center for Counseling and Psychological Health/CCPH can help by offering you a consultation.

If you do not see the information you are looking for on our website, call CCPH at (413) 545-2337.

If you think you might need accommodations or other support services while participating in academics and campus life, visit the [Disability Services](#) website. Here you can:

- Learn about available accommodations and supports.
- [Register](#) with the Disability Services office using the student intake form. You can do this before you arrive on campus.
- Get familiar with Disability Services' policies and procedures, including your [Rights and Responsibilities](#) as a Qualified Student with a Disability.

UMass**Amherst**

Center for Counseling  
& Psychological Health

Middlesex House • 111 County Circle • Amherst, MA  
[umass.edu/counseling](http://umass.edu/counseling) • (413) 545-2337

*Adapted with permission from the **The Jed Foundation (JED) Transition of Care Guide**, a **Set to Go** program publication.*

## Know Your Care Plan

Learn the details of your condition and treatment so you can advocate for yourself. Talk to your family, care providers, and take notes and organize them in a way that makes you feel comfortable. Here are some key things that you will need to be able to talk about:

### GENERAL THINGS YOU SHOULD KNOW

- The name of your condition
- The challenges or symptoms you experience (e.g. anxiety, loss of motivation, poor sleep)
- How these experiences affect your life
- The treatment you are receiving (group therapy, medication, etc.)
- Be able to describe your reactions and responses to your treatment (what has been helpful and what has not)
- Names and contact information of your treatment providers
- A picture or copy of your insurance card

### THINGS TO KNOW IF YOU TAKE MEDICATION

- Name of your medication(s)
- Dosage of your medication
- When you are supposed to take your medication (mornings, bedtime)
- Be able to describe how medication makes you feel
- Be able to describe any side effects or problems you have had with medication (current and/or past)
- It's also helpful to have your medication history available: what did you used to take? Why was it changed?

CCPH only prescribes medication for Attention Deficit Disorder/Hyperactive Disorder to students who have a diagnosis of ADD/ADHD confirmed by formal psychological testing.

If you take medication and want to get ready to be more independent, try a test run of taking responsibility for taking your medication on schedule (ask a parent or guardian to supervise you at first). Medication reminder apps like [Medisafe](#) or [MyMeds](#) can be helpful. Also consider purchasing a weekly pill box and/or a medication lock box.



## Integrate Your Treatment and Education Plan

To set yourself up for college success it is helpful to integrate your treatment and your educational goals. If you had an IEP (Individualized Education Plan) and accommodations at school, these will not automatically transfer to college. If you think you will need accommodations at college, it is helpful to bring a copy of your IEP or 504 plan with you when you meet with Disability Services. If you are not sure if you had an IEP, ask your parent or guardian.

## Know Where to Get Emergency Help

Add your [SPIRE emergency contacts](#) and program these important numbers into your phone:

- Center for Counseling and Psychological Health: CCPH is open Monday – Friday, 8:30 a.m. – 5 p.m. Come to Middlesex House, 111 County Circle or call **(413) 545-2337**.  
On-call mental health support is available 24/7. In a mental health emergency, come in or call CCPH Monday – Friday, 8:30 a.m. – 4:30 p.m. After 4:30 p.m. weekdays, or on weekends and holidays, call **(877) 831-7421** to speak with a clinician.
- [University Health Services](#) **(413) 577-5000**
- [University Police](#) **(413) 545-3111**

### OTHER RESOURCES FOR HELP

- [Crisis Text Line](#) – **741-741**
- [National Suicide Prevention Lifeline](#) – **1-800-273-8255**

## Managing Your Care

There are three options for managing your care while you are at UMass:

### **OPTION A: Continue Care with Provider(s) from Back Home**

This option might be best if you will be able to schedule and keep regular appointments with your treatment team and you are comfortable working with them.

#### **Questions to consider with your parents/guardians and/or treatment team:**

- Will you be too far from home?
- Will phone calls and infrequent face-to-face visits be sufficient?
- If you take medication, how will you get it?
- How will you share information between your home clinician and any campus-based providers?

Even if you choose this option, you may still want to connect with CCPH and Disability Services because they can help you with urgent needs, academic accommodations, or planning your specific transition to college experience.

### **OPTION B: UMass Center for Counseling and Psychological Health**

This option makes sense if brief individual visits (3-4) and the additional range of CCPH services are sufficient for your ongoing care and support.

#### **Questions to consider:**

- Is your home clinician or treatment team okay with you receiving brief visits?
- Will limited individual therapy visits provide your needed support?
- What workshops or therapy group services at CCPH can provide support?
- Has your home clinician/treatment team shared necessary information and records with CCPH?
- If you take medication, will you stay with your current provider or do you need a referral to CCPH or the local community?

### **OPTION C: Off Campus Provider(s)**

If you are a student requiring ongoing one-on-one therapy, the center collaborates with community providers who offer a range of expertise and accept a variety of insurance plans. HealthRide program covers roundtrip transportation to off-campus appointments.

#### **Questions to consider:**

- Are the off-campus clinician referrals affordable and/or do they accept your insurance?
- Can you and/or you and your family meet the off-campus clinician before you transition to UMass so you can set up a plan in advance?
- Do you and/or your family have adequate funds to pay for your deductible, co-pays, or other expenses related to your care?

If you decide to engage in treatment with an off-campus clinician and/or psychiatric provider it is important to make sure your home provider(s) sends your treatment summary to your new treatment member(s) so you can have a continuity of care. If you stay in touch with your clinical providers from home, you should make sure that your providers have a clear understanding of when and how you will be transitioning between their care.

Even if you choose this option, you may still want to connect with CCPH and Disability Services because they can help you with referrals, academic accommodations, or planning your specific transition to college experience.



*If you take an active role in managing your care you can do a lot to stay healthy and promote your success in school.*

## Coordination is Key

- Make sure you and your providers are all in agreement about specific parameters of your care: how often, who is following your care, how will changes in treatment be handled, etc.
- Make sure you know how to describe your prior care, current needs, and medications.
- Have your treatment records sent to the offices with whom you will be working. Make sure these are up to date.
- Share and regularly update your documentation with Disability Services.
- Make sure to know what medical insurance you have and how to use it.



*Check in with your family and care providers, and discuss whether the plan has been working well for you and everyone else who is part of your treatment/care network. Be open to discussing any adjustments you think might be needed – you can revisit this tool and use it as a guide to pinpointing what, if anything, needs to change.*

## Be Prepared for Crisis

Even if it does not happen, it's good to be prepared in case you have a setback or mental health crisis.

- Make sure everyone knows what to do in case of an emergency and keep your [emergency contact information](#) current in SPIRE.
- Clinical services at CCPH are strictly confidential. If you want anyone else to know about your treatment or care plans, make sure proper releases of information are filed. Be specific about when, under what circumstances, and how information will be shared in the event of a problem or emergency and when family or other guardians will be contacted.
- Get help if you are in crisis. Examples of a crisis include: suicidal or homicidal thoughts or impulses; hearing voices or otherwise misperceiving reality; overwhelming loss, such as a death in the family; sexual or physical assault.
  - ◇ In a life threatening emergency, always call UMPD: **(413) 545-3111** or **911**.
  - ◇ In a mental health emergency, come to CCPH in [Middlesex House](#) or call Monday – Friday, 8:30 a.m. – 4:30 p.m. After 4:30 p.m. weekdays, or on weekends and holidays, call **(877) 831-7421** 24/7 to speak with a clinician.
  - ◇ You can also contact the [CWC's](#) 24/7 Sexual Assault hotline, **(413) 545-0800**.
  - ◇ National resources like the [Crisis Text Line](#) (**text: 741-741**) and the [National Suicide Prevention Lifeline](#) (**call: 1-800-273-8255**) are available.



Explore [Set To Go](#), a partnership between the Jed Foundation and the American Psychiatric Foundation. It is an online resource center that helps students and their families focus on emotional health before, during, and after the college transition.