

WHAT TO EXPECT

Welcome to VEP—We're glad you've made the decision to seek support.

VEP uses a **systemic treatment approach** informed by best practices in **trauma informed care**. Your clinician will discuss with you the services that are most appropriate for your needs.

How often and How Long?

- VEP offers an individualized treatment model using best practices in trauma informed care. The **number of sessions needed will vary by person** and will be determined with your provider
- Frequency of sessions may vary over the course of the treatment depending on clinical need.

E-Therapy/Telehealth

- VEP offers in-person and telehealth services. Telehealth appointments are done via a HIPAA-compliant form of Zoom. You can attend these sessions from your phone, computer, tablet, or any other video-capable device.
- It is important that you be in a **private, stationary location with adequate internet access** for the duration of your sessions.
- Your clinician will provide you with the link you will use to access your session.
- VEP also has rooms available for students to use if they need a private location for tele-therapy.

Attendance

- Scheduling an appointment means that you have committed to being here—that's great! It also means that someone else who may have wanted that appointment didn't get it. So **it is important that you attend every scheduled appointment**.
- If you are unable to keep your appointment, be sure to **give us more than 24 hours' notice** so we can accommodate another student in your place. VEP reserves the right to assess a fee for sessions that are missed or are cancelled with less than 24 hours' notice.
- **IMPORTANT:** After two consecutive no-shows or cancellations for scheduled services, you and your provider will review your treatment goals before scheduling more sessions.

Psychiatry

- VEP has **psychiatric services** available for students who may need them. Your provider may recommend psychiatric services to you during the course of treatment.
- Medication prescriptions or refills will only be provided **at your scheduled appointment**. It is your responsibility to find a pharmacy who can fill your prescription.
- It is your responsibility to make sure you have a scheduled appointment before you run out of your medication. If you run out of medications before your next appointment, **you may not be able to get a refill before your appointment**.

Why so many forms?

- Several factors go into determining your mental wellbeing, and sometimes things happen in between sessions that can change how you're feeling. It is important that you schedule about 10-15 minutes before each session to **complete a questionnaire** so your clinician will know how you're doing and can keep track of your progress. Most of the assessments ask about your symptoms in the past two weeks and are part of the standards of care for this program.