



Student Name Protocol

The mission of the Wellness Center is to provide health and mental health services, sexual assault advocacy, and to support students in attaining their academic goals.

We are dedicated to protecting student privacy. We maintain two Electronic health Records (EHR) that ARE NOT connected to the campus computer infrastructure to protect student's private health information. No one on campus outside of the Wellness Center has access to any health or mental health records.

We are dedicated to treating students with respect. We will change names and pronouns in individual records to ensure we address students as they want to be addressed. We do not receive updates automatically from the SMCM computer system and name changes made in other places will not be reflected in our HER systems. Students are welcome to change their names and pronouns in our systems as often as they would like.

When sending lab work out, we need to use the students LEGAL NAME to submit insurance coverage to help reduce the costs of lab tests and prescriptions.

Occasionally we may make mistakes when addressing you. ***Please hold us accountable and immediately correct any staff member who made the mistake.***

If you cannot speak up at the time of the mistake, please report the incident to our Wellness Center email (wellnesscenter@smcm.edu) and either Deborah Bello or Jessica Jolly will handle the report.