New Client Appointment Policy- “Intake Appointment”
The PCC provides individual assessments for students seeking emotional support, individual
therapy, or treatment with medication for a mental health concern. Each new client/patient
appointment is 45 minutes in length, providing an opportunity to talk with a professional mental
health provider and to identify the next step(s) in providing support designed to meet each
individual student’s needs.
Our mission is to “support(s) the mental health needs of all Vanderbilt students to help them reach
their academic and personal goals.” In order to support our mission it is critical that our
appointment resources be used wisely. For this reason we have the following expectations:

1. You should arrive for your scheduled “Intake” appointment 30 minutes in advance of the
   scheduled time in order to complete the initial check in process.
2. You should make every effort to keep the appointment as scheduled.
   a. If there is an unavoidable conflict you should contact the PCC at least 24 hours in
      advance, preferably 48 hours in advance. This is to ensure that the time slot can be
      made available to another student in need.
   b. We will reschedule you at the next available appointment which may mean a delay
      of 1-3 weeks depending upon the time of year and the volume of requests.
   c. While waiting for the “Intake” appointment you are encouraged to use the PCC
      Triage service if you have an immediate need for support.
3. If you do not show or cancel two or more “Intake” appointments within one academic year
   then the front desk will ask that you speak by phone with one of our therapy or medical
   clinicians prior to any rescheduling of the appointment.
   a. This will enable us to explore with you the barriers to an Intake appointment with
      the goal of helping you to overcome the barriers and obtain the emotional support
      that you are seeking.