



7 | Referral Protocol

SWC works closely with IITB Hospital. It also has collaborations with mental health clinics and professionals specialised in specific therapeutic interventions. Students can be referred to SWC by different stakeholders (See Section IX D). Depending on the need, students are referred from SWC to various stakeholders for appropriate support.

a) Referral to SWC

■ *Referral from Faculty/DAC/Institute Bodies/Students*

- Email to be sent to incharge.swc@iitb.ac.in / chairperson.swc@iitb.ac.in / dean.sa@iitb.ac.in sharing the student's roll number, contact number (if available) and the concern raised.
- E-mail must include a consent from the referrer, so that the counsellor can share the referrer's information with the student if the student asks for the same. A format for the same is available in Section A.7.
- In case of emergency, QRT/Dean SA should be contacted and the Crisis Management Protocol (refer Section 6) should be followed.

■ *Referral from IIT Bombay Hospital*

- Email to be sent to incharge.swc@iitb.ac.in sharing the student's roll number, contact number (if available), concern raised and support required (counselling / assessment).
- In case of only assessment, the following information is to be shared with the In-charge (SWC) and the clinical psychologist
 - i. Name of student:
 - ii. Roll no:
 - iii. Date of birth:
 - iv. Department:
 - v. Program:
 - vi. email id:
 - vii. Contact number:
 - viii. Referred by:
 - ix. Tests to be done:
- In case of emergency, QRT/Dean SA should be contacted and the Crisis Management Protocol (refer Section 6) should be followed.

b) Referral from SWC

■ *Referral to Faculty/Institute Bodies*

- Students will be encouraged to seek relevant support themselves, as a first step.
- If required, with the student's consent, the counsellor will reach out to the concerned authority on call/e-mail requesting relevant support. Only information relevant to the support requested will be shared with the authority. If initial contact is on call, the conversation, and conclusions will be documented, and only relevant information will be shared with the concerned authorities via email.



■ *Referral to IITB Hospital*

- If a referral letter is issued by SWC for the candidate to consult a psychiatrist, then he/she need not go to a regular medical officer at the hospital. The referral letter shall be used by the staff at the registration counter to issue an appointment with the psychiatrist. Sealed envelope with case details (Note to the Psychiatrist, Section A.2) from SWC to psychiatrist will be provided to the students to be presented to the consultant psychiatrist at IITB Hospital. A copy of the note and referral form will be retained with the counsellor for SWC records.
- Hospital will
 - Provide a psychiatric consult as soon as possible, if the form is marked urgent.
 - Provide a psychiatric consult within the next 24 working hours, if a referral form is not marked urgent.