

PCMIS HE

Case and risk management for Student Support Services

Case Study | Heriot Watt University
Counselling and Support Service



"The staff
team love it!"

Background

The Counselling and Support Service at Heriot Watt University is a free service offered to students who are suffering from any kind of emotional distress.

The team, led by the Counselling and Support Service Manager, consists of trained counsellors who help students explore and resolve a whole range of issues such as anxiety, depression, homesickness and relationship difficulties.

Prior to contacting PCMIS, the team used a paper-based approach to manage student and service data. While their system provided reports and captured all necessary information, its paper-based nature meant that it wasn't as efficient or streamlined as the team would have liked. The Counselling and Support team moved to the PCMIS HE system in 2015.

"Great initial contacts, and all direct training and communications very friendly and effective.
Ongoing support is excellent."

The PCMIS HE Solution

"We have found PCMIS HE to be an **efficient and effective** way of managing all data and information relating to counselling clients and our service."

Increased efficiency

The PCMIS HE system has streamlined the referral, data collection and evaluation process within the Counselling and Support Service.

Improved reporting

The team is now able to produce reports at the 'push of a button', saving time and increasing accuracy, as well as improving their reputation with students and staff.

Online self referrals

The service also benefits from the PCMIS HE eReferral and Student Portal options, allowing students to refer themselves online, and complete assessments prior to appointments. This helps staff with screening and prioritising appointment allocations, to ensure the highest risk students are given priority. Online referral has also helped reduce administrative errors and made it much easier for staff to complete client records and notes.

Increased security and reduced paperwork

All client and service data is now stored electronically in PCMIS HE rather than on paper, giving much higher levels of security and making the referral and treatment process much smoother, with less margin for error.

"We have the opportunity to be **reporting more efficiently and accurately**. We are generally smarter in our approach because everything is in one place."

Find out how PCMIS HE can help transform your student support. Contact us...

 01904 321322

 enquiries@pcmis.com

 www.pcmishe.com

Case and risk management for Student Support Services

Designed by mental health practitioners working in HE
Facilitates effective treatment, data collection and analysis

PCMIS HE is a specially developed mental health case management system for Universities and Higher Education Institutions.

Designed in partnership with mental health researchers and practitioners at the University of York, PCMIS HE specifically meets the demanding, unique requirements of the education sector.

Our team know the importance of supporting students throughout their entire academic journey, and the need for you as an institution to both retain students and provide the highest possible level of care.

The PCMIS HE system enables you to case manage your students efficiently and keep track of changes in their wellbeing, meaning you and your team can focus on providing timely, appropriate interventions.

PCMIS HE helps you:

- Closely manage risk of the student population
- Identify trends for specific care & support
- Monitor presentation on a course by course basis
- Efficiently manage daily caseloads
- Reduce paper and admin processes
- Improve service access and awareness
- Report on and analyse a range of service data
- Integrate with student facing digital therapies
- Expand your offer with scalable treatment pathways

PCMIS HE helps students:

- Refer to your service discreetly and easily online using the PCMIS HE Student Portal
- Quickly receive the right treatment
- Get more out of face to face contact with your staff
- Complete clinical measures and other information securely online in advance of appointments
- Confidentially submit feedback to your service
- Manage appointment attendance with SMS reminders
- Feel secure and supported whilst studying with you

PCMIS HE has a comprehensive range of features and is highly configurable to ensure we meet your requirements.



Shared appointment calendar and diary visibility



Unlimited service letter templates



Comprehensive notes section



Real time dynamic service reporting



Bespoke student demographic dataset



Configurable Student Portal measures



PCMIS HE is offered as a fully managed service, eliminating any local IT Support issues. Your data will be secure, safe and fully compliant with data protection regulations.

To find out more or organise a system demo, get in touch with our team...



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