

Partners for Access: What Questions Do I Ask?

The following questions may be used as a starting point when selecting a therapist that is right for your child or family.

Provider Profile

- Are you taking new clients?
- When are your available appointments? Do you have appointments after school?
- Do you take my insurance? How do you collect co-pays?
- Where is your office located? Is your office near a bus line?
- Is your waiting room private or shared with other offices?
- Is your office accessible by wheelchair or walker?
- Are there any pets in your office?
- Is there anything else I should know about your office?
- What is your intake process like? How long of a wait between the initial appointment and all follow-up appointments? (*Some providers see patients quickly for an assessment and then have a wait time for on-going therapy, while other therapists may have a wait for the first appointment but then see patients regularly after that*)

Experience and Credentials

- How long have you been practicing?
- What licenses and certifications do you have?
- Which professional organizations do you belong to?

- What kind of training did you get to work with children with mental health issues/concerns?
- What are effective treatments for my child's issues?
- What is your experience in working with children with issues like my child?
- What is your general philosophy and approach to therapy?

Expectations

- How often would you anticipate seeing me? For how long?
- What is a typical session like?
- How do I prepare for my first session or help my child prepare?
- How involved will I be in treatment and how will you keep me informed of my child's progress?
- What should I do if I have a crisis between treatment sessions or I need immediate help?
- What should I be doing at home to help support my child's treatment? Should I talk to my child about what happens during treatment?
- What is your policy for cancellations and rescheduling if my child or I am unable to make the appointment?
- Will you give my child a diagnosis and will I have knowledge of that diagnosis?
- What information is kept in my child's record and can others see those records?
- Is there anything else that I can do to support my child during this time?

Sources: <https://www.kidsmentalhealthinfo.com/parents-caregivers/get-best-help/what-questions-do-i-ask/> and input from Partners for Access Workgroup and Design Session attendees