



## Texas Child Health Access Through Telemedicine

# Frequently Asked Questions *From Teachers*



### **How will the TCHAT program benefit the child?**

This program can help any student who is experiencing symptoms that indicate an emotional or behavioral concern. TCHAT is meant to be a collaboration with school staff to provide resources you may not have access to such as mental health referrals and counseling. By referring a child to counseling, it allows them to learn coping skills and gain potential insight, thus developing a healthy way to cope with stressors.



### **Do the students know about the TCHAT program?**

Each school will have their own process of how to inform the staff and students about the Texas Child Health Access Through Telemedicine (TCHAT) program. Should a school have a preferred method of communication, the TCHAT staff will assist in coordinating the best way to distribute that information.



### **Will there be information provided to the students other than what is being sent to the parent/legal guardian?**

At this time, there is no additional information being distributed other than what is provided to the parent/legal guardian. However, the school liaison will be coached on how to inform the parent/legal guardian about the TCHAT program.



### **What if the parent/legal guardian is given a referral and refuse to follow up for counseling?**

For any student that the TCHAT provider feels a referral to another provider or organization would be the best fit, the provider will always consult the family first. Agreeing to or pursuing the referral is not a requirement. If the student/family is unable to participate in the referral at that time, they have the opportunity to pursue therapy should the opportunity arise. We will ensure they have the needed contact information.



### **What assessments do we provide?**

TCHAT has access to a wide range of assessments and screening tools that will allow us to focus on areas of concern, while also considering the age of the student. If more in-depth or specialty evaluation is needed, a referral might be placed for the specific need.



### **Will referrals be made for care outside of TCHAT?**

Should the therapist deem that a referral is recommended for the student, they will discuss the recommendation with the family. Should the family give consent, a referral will be placed through our own electronic medical record system. Part of our responsibility is to make every effort to pair our clients with providers for ongoing care as needed. TCHAT will take payment method accepted by external providers into account when making referrals.



### **Where will the sessions be held?**

Each school will have a designated location where sessions will take place. The location may be different for each school. For students participating in at-home schooling, there is a potential we can perform the sessions within their preferred environment. For that option, specific information will need to be gathered to determine if the session can take place. Should we conclude that an in-home session is warranted, information will be sent to the parent/legal guardian informing them of the recommendations and rules that would allow a session to take place.



### **What virtual program will be used for the sessions and will they be recorded?**

Microsoft® Teams will be used, and it is HIPAA compliant. Sessions will not be recorded. By using this method, it will allow us the opportunity to have families participate without having to be in the same location as the student. Training or informational meetings on how to use Microsoft® Teams will be available to the school liaison if needed.



### **What is the time frame of scheduling the student's first appointment?**

Our goal is to have something scheduled within a week of the referral being completed. However, this is dependent on the family returning all necessary signed documents to us in a timely manner. Since the sessions are completed at school, the student should only miss one class period. The school liaison will assist in scheduling all appointments to ensure the best time for the student.



### **How many sessions does a student receive with TCHAT?**

TCHAT provides an intake appointment, during which the intake specialist will gain more information about the student's symptoms, stressors, and concerns. Should additional sessions be recommended, up to five sessions may be scheduled with a licensed provider. At any point during the sessions, a therapist can recommend a referral to a community resource. The TCHAT provider can see the student to ensure continuous coverage until the student is established with their new provider.



### **How long are the sessions?**

The initial consult will be 1.5 hours, and any follow-up sessions will be one-hour sessions.



### **How will everyone be able to sign the consent forms?**

The parental consent form will be available through electronic means, or it can be provided as a physical document. Should a physical document be requested, the school liaison will scan it and send it to the TCHAT Referral Coordinator.



### **If I suspect that a student may be struggling in certain areas, am I overreacting if I refer them to counseling?**

No! Please remember that you are the eyes and ears for your students. If you see a sudden change in a student and feel they may need counseling, please refer them. You know your students better than anyone. All referrals will go through the school liaison who is familiar with our program and eligibility criteria. We would much rather you refer than withhold a referral that might have helped a student.



### **What is the referral process?**

You will refer the student to the school liaison who will then look over the information and determine which program would be the best fit for the student's needs. Should the liaison feel TCHAT is the best program, they will refer the student to us. However, in the event of imminent crisis, the liaison will follow the school's crisis protocols to ensure the student gets immediate assistance. While TCHAT is geared toward assisting children, we are not a crisis clinic and do not have the immediate resources in place that are often needed for children who are actively in crisis.



### **How do I get more information from TCHAT on mental health?**

For more information, please let the school liaison know and they will refer you to us. We hope to offer educational opportunities that will focus on mental health for both the students and the staff. Should there be specific topics the staff would like more information on, we are here to assist.



### **How much work will this be for the teachers?**

All staff are encouraged to refer students in need to the school TCHAT liaison. As for the work responsibility, there will be a presentation given on the TCHAT program and the processes involved. Additionally, we will offer educational trainings throughout the year. The only thing we ask is for school staff to keep doing what they are doing. If you notice signs that indicate a student is having a problem, please talk to the school liaison or submit a request for the student to be assessed.