

Who will answer my call?

- If it's a bigger agency or mental health clinic, most likely a receptionist. You might reach their voicemail.
- If it's a private practice (smaller practice or just one single therapist working out of their own office), the therapist may answer or it may go to voicemail.

What do I say if I reach voicemail?

- "Hi, my name is [NAME] and I'm calling to set up an appointment with a therapist. Please give me a call at [MY NUMBER]."
- If you don't hear back within a week, call again. Call weekly until you do.

What do I say when someone answers?

- "Hi, my name is [NAME] and I'm calling to set up an appointment with a therapist."

What questions will I be asked?

- You might get questions about any or all of the following:
 - o Name and contact information
 - o How you found out their services (for example, your nurse or social worker)
 - o What is your reason for wanting to see a mental health provider?
 - Examples: "I have depression/anxiety," or "I need help with grief."
 - o What type of insurance do you have?

What questions should I ask?

- Consider asking the following:
 - o Where are you located?
 - o Do you take my insurance? How many visits do I get? Will I have a co-pay?
 - o What is your cancellation and rescheduling policy?
- If you have specific preferences for who you see, now is the time to mention them. For example, do you care whether you see a male or female therapist?

Remember! You are NOT the first person to be calling about this, and it is normal to feel a little nervous about calling. This is a very routine call that these clinics receive, so they should be willing and able to help!