



Frequently Asked Questions (FAQ)

Consent forms

1. Why are there so many consent forms?

Since Children's Health and UT Southwestern are health care institutions, it is imperative that all consent forms are completed so that student's info is protected, and they are fully aware of their rights.

2. Why are electronic consent forms preferred compared to paper consent forms?

Electronic consent forms automatically route to our administrative team, eliminating the need to upload them into Trayt with your referral. We appreciate your support getting the consent process started. We will follow up with the family if the consents are not received.

3. How can I assist in ensuring that consent forms are filled out correctly?

Paper consent forms are helpful for families who may have difficulty navigating online consent forms. We appreciate your support in ensuring all fields are completed accurately. For electronic consents, please send the link after submitting your referral and we will follow up on consents if they are not completed when we receive the referral.

Trayt

4. What if I never activated my Trayt account? Contact your district lead and they can resend your Trayt credentials. The email will come directly from Trayt.

5. Do I need to wait for signed consents before submitting a Trayt referral?

No, you can submit the Trayt referral without waiting for signed consents. You can provide the consent forms to the caregiver afterward.

6. Who do I contact for technical assistance with submitting a Trayt referral?

For help with the referral process, you can reach out to your outreach coordinator or contact tchat@childrens.com. For any technical issues with Trayt, contact tchat-tx@trayt.io and copy your outreach coordinator.

Referral status

7. How can I check the status of the referral I sent?

Send an email to behavioralhealth@childrens.com and include your campus name and the student's name.



Intake

8. Does the student need to be present during the intake?

Yes, the caregiver and student should be present during the intake and should be in the same location.

9. Where should the intake take place?

Ideally, the 90-minute virtual intake happens from home. We can create flexible arrangements where a student joins from school and a caregiver from another setting if there are barriers for the family. TCHAT staff provide students with a school excuse note.

10. How many attempts are made to schedule the intake appointment?

We make 3 attempts to reach the guardian. Please let the families know they will receive a call from 214-456-XXXX.

11. Will I be contacted once an intake has been scheduled?

If we have a signed Release of Information (ROI), we will inform you of when the student's intake is scheduled.

Services

12. What are some of the top reasons therapy might not be offered to students?

Some reasons students may not receive therapy services through TCHAT include:

- a. The student may not be able to effectively participate in virtual therapy
- b. The student may have needs that require additional services outside of TCHAT or in-person care (ex: a history of trauma, abuse, suicidal ideation with plan/intent, etc.)
- c. The student is already receiving individual therapy from another therapist

TCHAT may still provide case management and/or psychiatric consultation to students who don't receive therapy. This will be determined after the intake has been completed.

13. Who do I contact for technical issues with Children's Health owned tablets?

For any tablet related issues (such as tablet not updating, charging, or connecting to the internet, etc.), please contact our IT support, available 24/7, at 214-456-8362. Let them know the name of your campus you support so they can assist with troubleshooting.

14. If the student is receiving case management support, what does that process involve?

The case management team will provide the student and caregiver with appropriate resources and follow up support to ensure access to the resources provided. The resources may include in-person therapy, specialized therapy support, assistance with food and housing, or connections to a pediatrician, among other supports.

15. How many TCHAT clinicians serve my district?

We have clusters of clinicians organized by geographic region with 4-5 clinicians in each cluster. Each cluster has Spanish-speaking clinicians and we also have access to a Language Line for over 200 additional languages.

16. How can I ensure the student makes it to their session on time?

Please assist in getting the student out of class and logged in prior to their meeting time. If possible, provide the student an excuse note in advance and practice logging into Zoom before the scheduled session. We also encourage communication with teachers to inform them of the student's need to leave the classroom.