



Outpatient Mental Health Treatment

What is the difference between the evaluation and treatment?

The evaluation provides insight into your concerns and offers recommendations that may include treatment or other supportive resources.

Mental health treatment requires commitment on the part of the family and provider to identify goals and work to achieve these goals. A number of treatment approaches may be used including individual therapy for your child, group treatment for parents or children, parent education and medication management.

Our treatment approaches are short-term and solution-focused. We will review goals and decide with you whether ongoing treatment is needed. Sometimes, ongoing follow-up is provided by your child's primary care doctor.

Your child's provider will discuss resources for resuming treatment when their current treatment is ending. Your family is welcome to return to treatment when faced with a crisis, the return of symptoms or when facing other life-changing events.

Do I have a choice of treatment providers?

We will match your child's needs with the right provider. Seattle Children's is a teaching hospital. It is likely that your child's provider will be a psychiatry fellow or psychology intern who will be working closely with our faculty. Our staff also includes nurse practitioners, doctors, psychologists and mental health therapists who are licensed by the state.

We know that not all providers will be a fit for your family. We will work with you to address any concerns you have once treatment has started.

Is it likely my child will receive medications?

Medications are used with care and often prescribed after other treatment approaches have been tried.

How do I get refills between visits?

- You should get refill prescriptions from your child's provider during their visit.
- If you need more refills, please call your pharmacist who will fax the refill request to 206-987-2246. Our nurses will work with your child's provider to get the prescription to your pharmacy as soon as possible.
- If you have an urgent need, our nurses can be reached at 206-987-6310. Your pharmacist can also issue a 72-hour supply if you run out of medications.

To Learn More

- Psychiatry Support and Crisis Services for established patients
206-987-2164
option #4
- Ask your child's nurse or doctor
- www.seattlechildrens.org

Free Interpreter Services

In the hospital, ask your child's nurse.

- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.
- For Deaf and hard of hearing callers
206-987-2280 (TTY).

What if we have a crisis between clinic appointments?

- Established patients can get crisis support and community resource information from the Psychiatry Support and Crisis Services team, a team of child mental health specialists who are part of your child's treatment team.
- For crisis support for established patients during business hours (9 a.m. to 5 p.m.), please call the Psychiatry Support and Crisis Services team at 206-987-2164 option 4. If we do not answer, please leave a message with your phone number and we will call you back promptly.
- For crisis support after 5 p.m., or on weekends and holidays, please call the hospital operator at 206-987-2000 and ask to speak to the clinician on call for the crisis response team in the Department of Psychiatry.
- **If the crisis is life-threatening, call 911.**

What if I am late or miss our clinic visit?

We strive to run an "on time" clinic. Treatment visits are generally 50 minutes. If you arrive late you may be able to use the time left or your provider may decide that it is better to postpone the visit.

If you miss two visits in a row, your child's provider will discuss treatment options that may be a better fit for your family. In many cases, especially for those with busy households, group treatment options may be a better fit.

What happens if my insurance changes?

Many families may have a change in insurance coverage while their child is in the middle of mental health treatment. It is important to know how this affects coverage for your child's care.

Below are some important steps to take when your insurance coverage has changed:

- Inform the reception staff of your new coverage.
- Check with your insurance company to find out if your provider is in-network.
- If Seattle Children's is no longer in-network we can work with you to find an in-network provider. Your insurance may cover out-of-network providers, but you will pay more for services.
- Sometimes insurance companies are willing to offer a "one-time agreement" to continue care with a current provider through the course of treatment.
- You should contact your insurance company to talk about options.