

In order to schedule an appointment, you will often have to leave a message on a confidential voicemail. Be sure to call from a quiet place, and repeat your name and phone number clearly and slowly.

You can leave a message like this:

“Hi (provider’s name). My name is _____ and I am looking for a therapist to meet with and I have WUSM Student Health benefits. I was hoping to find a time to meet to see if we might be a good fit to work together. If you could call me back at _____, that would be great. Looking forward to hearing from you.”

When you speak with the provider, here are some questions to ask:

- Are you currently accepting any new clients?
- How soon would an appointment be available?
- Do you still take _____ insurance for payment?
- What forms of payment do you accept? (example: can I pay with my credit card?)
- What are your policies about payment? Do I need to pay the co-payment at the first visit?
- Where is your office located? What are the transportation options?
- Is there anything I should be aware of?

If you are reaching out to a potential mental health provider by email, note that email is not a secure or confidential mode of communication. Avoid giving any information other than what is suggested in the phone script above. A first meeting with a provider is the time to share what you’re hoping to work on so save the details for the in-person meeting.