

Your child's school counselor has invited your family to use



TCHAT
Texas Child Health Access
Through Telemedicine

Baylor College of Medicine Department of Psychiatry has partnered with **Texas Children's Hospital** to bring your family a collaborative service that can improve the mental health of your child and connect them with services that will help build a family-focused foundation for emotional expression and security.

What are we?



A free in home tele-mental health service for children who have expressed emotional needs that fall outside of the boundaries that your school counselor is able to provide.

TCHAT offers an easy process with the intent to improve the emotional health of your child

In collaboration with **your family** and your child's **school counselor**, your child has the opportunity to receive **evidence-based** emotional health therapy with a licensed therapist or psychiatrist from the comfort of your own home for free.

The appointments for your child(ren) are provided virtually.
All you need is a smart device to join the sessions!

TCHAT Process

1. Complete initial phone call and consent with the TCHAT coordinator over the phone
2. Behavioral Health intake with our team, you, and your child(ren)- up to 2 hours
3. Receive up to 4 free therapy sessions with our behavioral health team- ranging from 30-90 minutes.

After participating in the **4** sessions with our licensed TCHAT practitioners you will have the opportunity to be connected to **outside long-term mental health** services.

Please call to speak to a TCHAT Program Coordinator at (713)798-8257 with any questions or concerns that you may have. You may also email TCHATinfo@bcm.edu

Frequently Asked Questions

Do I need insurance and what are the costs?

The TCHAT program is absolutely free! You do not need insurance to participate within the program. However, if your child requires long-term service, the payment of services will be based on your insurance carrier and the provider selected by you. Our team is dedicated to ensuring access to long-term services and will work with you in finding affordable and appropriate care for your child(ren).

Is my child's information confidential?

The information that you and your child provide is completely confidential! However, please be aware that if any of the following is disclosed, confidentiality will no longer apply, per state requirements for all mandated reporters.

- abuse or neglect of vulnerable groups (minors, elderly, disabled)
- patient is a harm to themselves or others
- if a court issues a subpoena

Will I be in the sessions with my child?

We ask that parents/guardians participate for the best possible treatment and encourage parent/guardian participation. However, there will be times that your child will want to meet alone as they may feel comfortable talking to our mental health professionals. We ask that you provide your child with the space that they need in therapy to be open and honest with their therapist to receive the best treatment possible.

Where is my child's information stored?

Your child's health information is stored in a secure electronic medical record within the Texas Children's Hospital system.

How can I access it?

You may view your child's records at any time through MYCHART or request medical records online by clicking on the link below.

<https://www.texaschildrens.org/patients-and-visitors/patient-and-family-support-services/health-information-management>

What can I expect to happen during services?

- What is covered in the sessions is dependent on the nature of the problem(s) occurring.
- Your TCHAT behavioral health team will provide recommendations to you and your child based on your child's needs and current concerns
- We ask that you be in a quiet place for your session, show up on time, and reschedule ahead of time if needed

Please be aware that we may ask you to sign a Release of Information (ROI). The ROI is used to gather and share information for the purpose of diagnosis, treatment, and the continued care of your child