



# How to Schedule a Counseling Appointment



## Scheduling an Appointment

### How do I schedule a counseling appointment?

You can call TCTI during regular business hours (Monday - Friday, 7:30 a.m. - 4:30 p.m.) and speak with our scheduling department. They will ask you a few questions about your counseling needs and any preferences you may have. You will also be emailed a packet to complete online before your appointment can be confirmed. Calls received after hours will be responded to on the next business day.

### When can I make an appointment?

Call us today and we will schedule an appointment that works best for you. Each appointment will take about one hour. If you need to reschedule or cancel your appointment, give us a call and we will be happy to change it.

### How many counseling sessions do I get?

The number of sessions available may vary based on what is contractually covered by your department. Most likely, you will have ten sessions per issue per year and this will be confirmed when you call for an appointment. If you find that you need more sessions than allotted by the department contract, TCTI will work with you to make alternate arrangements, whether through your insurance, private pay, or to extend services provided by the department.

### Will my supervisor or department be notified?

All counseling services are confidential unless divulgence is required by law. Your supervisor or department will not be notified unless you authorize it.



## Ready for My Session

### What sort of things can short-term counseling help with?

We help individuals, couples, and adolescents through a variety of work/life issues:

- Addictive Behaviors
- Alcohol Misuse
- Anger
- Anxiety
- Children/Elder Care
- Critical Incident
- Depression
- Disability/Injury
- Disciplinary/Work
- Domestic Violence
- Grief/Bereavement
- Legal/Financial Issues
- Life After Retirement
- Marital/Relationships
- Medical/Illness
- Military/Veterans
- Post Traumatic Stress
- Separation/Divorce
- Spiritual/Religious
- Substance Abuse/Misuse
- Suicide Ideation

# More About Scheduling a Counseling Appointment



## The Details

### What information do I need to share?

You will need to provide your full name, address, department (to verify you are under your department's contracted services), phone number, email address, and clinician preferences such as specialties, location, gender...etc.

### What if I need to speak to a clinician immediately and cannot wait for an appointment?

We do our best to schedule counseling appointments as soon as possible. TCTI does offer a "crisis hour" each day where a clinician is available for a same day phone session. When you call, please advise the scheduler that you are in crisis.

### Do you offer video / online appointments?

Our clinicians offer the convenience of virtual counseling sessions. While the initial visit will be held face to face to assess the appropriateness of using virtual counseling, subsequent sessions can be scheduled virtually. When you call TCTI, our scheduling team will review your preference.

### Where are the offices located?

TCTI has a large network of culturally competent clinicians who serve in offices across California in the counties of Orange, Los Angeles, Placer, Riverside, San Bernardino, San Diego, Sonoma, Ventura, San Luis Obispo, and Santa Barbara.

### Do I need to give you my insurance card?

No, you do not need to provide your insurance card since short-term counseling is covered by your department.

### Can I change the clinician I'm scheduled with?

You are free to change clinicians at any time. We want to find the best fit for you.



**We are here to help.**

[thecounselingteam.com](http://thecounselingteam.com) | 800.222.9691



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*This content is provided as a support resource and is not intended to replace recommendations from a physician or licensed mental health professional. Dial 911 for life threatening events.*

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