

Parent Informational Handout

Dear Parents and Guardians,


Thank you for your interest in Texas Child Health Access through Telemedicine (TCHATT)! We look forward to working with you and your family.

Through TCHATT, a team of psychiatrists, therapists, and coordinators from Texas Tech University Health Sciences Center El Paso can provide mental health evaluation and treatment for up to 5 sessions through telemedicine (appointments conducted over video). Treatment can include therapy and/or medication management. These sessions can occur at home or at school, under the supervision of a school counselor. When the sessions are complete, if continued treatment is indicated, you will receive assistance in transitioning to a community provider.

The school counselor may refer you to TCHATT if they feel your child may be struggling in school or with a mental health concern. Additionally, if you have concerns about your child, you can ask your school counselor to make a referral for further evaluation. However, this program is not mandatory, and participation in the program is on a voluntary basis. Before agreeing to participate in TCHATT, please review important guidelines to ensure the best experience possible in the program.

- **You will receive** a phone call from the treatment team to set up your first appointment. This number will not be local and likely will come from El Paso with a 915 area code. Please make sure you are checking your phone and voicemail to ensure you do not miss a call from the treatment team. 3 attempts will be made to connect with you via telephone.





Parents and guardians must commit to attending the first appointment with their child. This is to ensure our providers are able to complete a comprehensive evaluation. If you work, you have the option of joining the appointment via telephone or joining the video link provided.

- Parent and guardian participation in follow-up sessions is not mandatory; however, attendance is highly encouraged for young children, and lack of parental participation in sessions may impact treatment.
- You are not eligible to participate in TCHAT if you are currently in treatment with a therapist and psychiatrist.
- Due to high demand for the program and the short-term nature of the program, attending every scheduled appointment is important. After 2 no shows and/or cancellations, you will be discharged from the program. Additionally, being on time to appointments is important, and after 15 minutes, the appointment will be considered a no-show.

We look forward to working with you and your child. Please let your school counselor know if you have further questions regarding participation in the TCHAT program!



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