

Phone Consult Guide



What should I expect from a phone consult?

It is important that you feel safe and comfortable with your therapist, and a phone consult is usually the first way to assess that. Phone consults usually last around 10-15 minutes. The therapist will ask you to share a little bit about what motivated you to find a therapist, share some information about their practice and style and finally go over logistics and possible next steps.

Some things you should share:

Phone consults are not therapy sessions, so try to keep what you share to high level overviews. Some things the therapist might be curious about:

- What symptoms are you currently experiencing?
- Have you seen a therapist before? If so, what did you like/not like/wish had happened?
- Are you experiencing any self harm or suicidal thoughts?
- What are any scheduling/financial barriers to seeking treatment?

Some things to ask the therapist:

If this is your first time finding a therapist, knowing what to ask on these consult calls can be tough. Here are some things that can help you determine if a therapist would be a good fit for you.

- What is the typical client you work with (age, gender, diagnosis)?
- Do you have any specific techniques or modalities (Cognitive behavior therapy, talk therapy, etc) you use?
- What does a typical session look like?
- What is your general approach to therapy and what does it look like in terms of length of therapy or frequency of visits. How much flexibility is there with those things?
- What is your background, credentials, trainings, certifications?

Once you get a sense of who the therapist is, don't forget to ask the logistical questions!

- Do you accept my insurance?
- Are sessions in person, virtual or hybrid?
- How long does the average session run?
- How will I get and pay my invoices?



How to end the call

During this call, you might have gotten a good sense one way or the other if they might be a good fit for you. If you feel comfortable and want to move forward, ask about setting up an intake appointment!

Remember, it is ok if this therapist's personality or style does not match your needs. Not everyone is going to be a good fit for everyone! You can always ask for some time to think about it, and follow up with an email after sitting with it. If you decide not to move forward, a simple "Thank you for taking the time to talk to me and share about your practice. At this time, I am going to move forward in a different direction." email is plenty. If you'd like to and feel comfortable, feel free to share exactly why you aren't moving forward ("I am looking for someone who specializes in XYZ.")

The therapist also might be upfront and explain that they do not have the specific training or experience to support your particular needs and provide you with some referrals to call, which can feel frustrating especially if you've been having a hard time finding someone. But, it is to ensure you get the best possible treatment.

Reflection

If you are unsure about if you should move forward, ask yourself a few questions. Did this therapist listen to you and seem to understand your needs? Did you like the questions they asked? Were you comfortable? And perhaps most important, do you want to chat with them again?