

Provider Call Scripts & Tips for Students

1. When you Call/E-Mail providers, please give the following information:
 - Name
 - Your phone number and/or e-mail
 - Purpose for calling (Looking for outpatient therapist)
 - Where you are calling from (Harvard student)
 - Best times and days to return your call or e-mail
2. When you are making calls it will be helpful to have on hand (also to have in hand during first session):
 - Your schedule (Appointments are typically 45-60 minutes long)
 - Insurance information or insurance card
 - Be prepared to give a brief description of your concerns and goals for therapy.
3. It is generally a good idea to call or e-mail as many as 3-4 providers at once because it may take a while for them to get back to you and this will allow you the opportunity to compare them.
4. Don't be afraid to "interview" a few providers before deciding on one. It's often helpful to request a 5-15 minute phone consult so that you can see if you will be a good fit before going into the office, though, this is not always possible. You can request this in your voicemail or email.
5. The first session with a provider most likely will be to complete paper work and for an initial evaluation.
6. If you are stuck deciding between therapists, always go with your instincts! If you start with a provider and don't find them helpful, please have a discussion with provider about your process.

Please see the following page for helpful scripts you can use when outreaching to providers.

Leaving a phone message or e-mail:

"Hello, my name is _____, I am currently a student at Harvard and am in the process of looking for a therapist in the community. I was given your contact information by _____. I would like to consult with you to see if we are a good fit and, if possible, set up an appointment. You can reach me at _____(Telephone #) at around/between _____ (times available). I look forward to hearing from you.

When you reach a provider on the phone in person:

Hi my name is _____, I am currently a student at Harvard and am in the process of looking for a therapist in the community. I was given your contact information by the _____ and I was wondering if you could tell me a little bit about your practice?

(You might want to have your questions, insurance information and schedule in front of you before you call)

Typical Initial Therapy Questions you may want to ask your counselor:

- "Do you have openings?"
- "What hours are you available?"
- "Are you in-network with Blue Cross Blue Shield PPO? (Or other insurance name)?"
- "What is your experience with concerns like mine?" (e.g., depression, anxiety, family issues, relationship conflicts, OCD, LGBTQ etc)
- "How would you describe your counseling style?"
- "For how many sessions do you typically see clients?"
- "Do you have a reduced fee for students on a budget? Or can you offer sliding-scale?"
- (For Students on SHIP) My insurance plan allows 40 sessions per year, do you think it would be possible to work within this limit?
- "To you provide telemedicine?"
- "Where are you located? And how far are you from public transit?"
- (If you drive) "Do you provide parking?"

Ending a Conversation:

1. If you like what they say and they have times available that work for you, you can set up an appointment:

"Thank you for this information, would it be possible to set up an appointment?"

2. However, if you want more time to make a decision or if you don't really like the therapist, you can say:

"Thank you so much for taking the time to speak with me. At this point I think I need more time to make my decision, but, I will call you back if needed. "