

Questions You May Want To Ask When Seeking Help

The therapeutic relationship is a key ingredient in successful treatment. It would be beneficial, therefore, to consult with a mental health professional by phone prior to a scheduled appointment to determine pertinent information.

Some individuals receive mental health services through community treatment centers or through managed mental health care systems, which do not provide mechanisms for patient choice of professional. They too should feel comfortable asking for the information below.

Questions you may want to ask a professional:

1. What are your credentials and academic qualifications?
2. Are you licensed by the state?
3. How long have you been in practice?
4. Who do you serve (i.e., adults, children, geriatrics, etc.)?
5. What is your area of specialty (i.e., eating disorders, addictions, divorce, etc.)?
6. In regards to treatment, how long is one session?
7. How frequent are the sessions?
8. What are your office hours and policy on cancellation of appointments?
9. Who will have access to my records?
10. May I have a copy of my records?
11. What is your fee?
12. Do you accept insurance?

If, after a reasonable length of time, you feel a rapport has not been established between you and your mental health professional, you have the right to change practitioners.

If you are receiving treatment in a community mental health setting or through a managed mental health care system, you should learn, preferably in advance of need, the grievance procedures available to you should you become dissatisfied with the care that is offered to you or should you not be able to access care.



Mental Health Association of the Heartland (MHAH)

739 Minnesota Ave., KCKS 66101.

Phone: 913-281-2221 • Fax: 913-281-3977 • Email: info@mhah.org • Website: www.mhah.org

