



Frequently Asked Questions (FAQs)

GENERAL OFFICE INFORMATION:

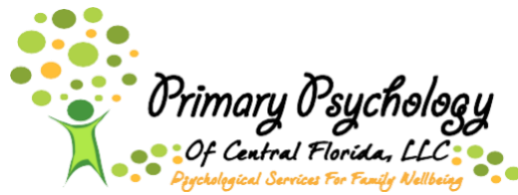
1. What are the office hours? Our office is open from 8:00 am to 5:00 pm, Monday to Friday. However, some clinicians can offer services in the evenings and weekends. The office closes from 12:00 pm to 1:00 pm for lunch.
2. Where is the clinic located? Our clinic is conveniently located on Highway 192 in Saint Cloud. Our address is 2521 13th Street, Suite F, Saint Cloud, Florida, 34769.
3. How can I get to the clinic? You can come to the clinic by car, and parking is available. If using public transportation, please visit <https://www.golynx.com/maps-schedules/routes-schedules.stml> for information about the routes.
4. What can I expect upon arrival? Once you arrive at the office, check in at the front desk.
5. Any additional accessibility information? The parking lot has accessible parking spaces, the building entrance has ramps, and the office has a handicapped-accessible bathroom.

INTAKE PROCESS:

1. What is the first step in getting services at the office? You can fill out the registration documents by accessing our web page at www.primarypsychology.com and clicking the “Registration for New Patient Link” on the main page or go to <https://ppcf.insynchs.com/PatientRegistration/APIPatientRegistration?practiceID=v90n4IZfFGm2f9XLoBqmMg==>
2. How long can I expect to wait after reaching out? Once you complete the registration documents, they will be verified for accuracy, and office staff will contact you within 72 hours.
3. What do I need to bring with me to the first appointment? You will need your identification card, medical insurance card, and a credit card to put on file.

MATCH SERVICES:

1. What is MATCH? MATCH is the Modular Approach to Therapy for Children with Anxiety, Depression, Trauma, or Conduct Problems. This is an evidence-based therapy program aimed at training parents and children in the management of depressive moods, anxiety, trauma, or behavioral difficulties. It works at the level of modules that offer specific strategies with applicability in different contexts, including home and school.
2. What do you mean about evidence-based therapy? Evidence-based therapy is a set of research-tested therapy interventions proven to reduce symptoms and improve quality of life. To effectively provide these types of therapy, therapists must obtain advanced specialty training while under close supervision. There are many types of evidence-based treatments; still, common elements include beginning with a thorough initial assessment, teaching specific skills, tailored outside of the session exercises, and tracking client outcomes. Evidence-based psychotherapies typically have clear targets, a timeline for treatment, and the ultimate goal of enabling the client to thrive without the need for long-term therapy support.



3. Who is this intervention best suited for, and what symptoms does this intervention address? MATCH is aimed to address symptoms of depression, anxiety, trauma, and behavior disorders in children ages six to seventeen.
4. When is this intervention not a good fit? This intervention is not a good fit for children with intellectual disability (moderate, severe, or profound), autism spectrum disorder (of high severity), suicidal ideation, severe behavior issues, eating disorders, substance use, or psychosis.
5. When do we know a child is ready for treatment, and when is a good time to recommend a child/family look into treatment? When a child presents symptoms of depression, anxiety, trauma, or behavior disorders (e.g., ADHD, ODD) and these affect their completion of daily activities and social functioning, treatment is recommended.
6. Why might a family want to use this intervention over another program? MATCH is an evidenced-based approach that has been demonstrated to achieve better treatment outcomes than other treatments. A family might want to use this intervention to achieve treatment outcomes faster.
7. Why has my child been matched to an intern or unlicensed clinician? You may have been matched with a master's degree clinician, doctoral student, or post-doc based on the preferences you mentioned in your intake assessment. Our clinicians are highly qualified individuals trained in this evidenced-based treatment method.
8. What are your therapists' qualifications? All of our therapists have, at minimum, completed their master's degree in a mental health-oriented field, and some have gone on to earn their doctorate. They have also pursued advanced training in this evidence-based intervention. See our staff tab to learn more about us.
9. How will we know if the intervention is working or not working? We will use CHART (Clinical Health Assessment and Response Tracking) to monitor progress through weekly surveys the child and caregiver complete.
10. Will the intervention be effective if only one caregiver is supporting it? Although it would be most beneficial for both caregivers to support MATCH interventions, if one caregiver supports MATCH, the child can still learn and develop skills. Certain problem areas would need more collaboration from caregivers than others.
11. What happens if my child does not get better? If progress is not sustained with MATCH only, the client will be referred for additional services. MATCH uses tools to help analyze interferences that prevent the client from progressing, to address them during treatment, and to make adjustments to the treatment process as needed.
12. How long do individual sessions take? Therapy sessions last about 60 minutes.
13. How often do the child and primary caregiver attend sessions? Sessions are scheduled weekly.
14. Who else should attend? The primary caregivers for the child should attend treatment.
15. Is there homework? Homework is frequently assigned to assist the child and family practice skills outside the treatment setting.
16. How long is this approach likely to take? Treatment lasts five to six months on average but can be shorter or longer as needed.



17. How long do you think we will be able to see my child feeling better/reduced symptoms? Progress depends on the nature of the case, level of engagement, and participation. Progress is expected to be seen in about two months.
18. Is this intervention available in person or in the school setting? This intervention is available in person, in the school setting, at home, or virtually. Where the interventions will be delivered will be determined based on the clinician's availability and the nature of the case.
19. Do you have providers who speak languages other than English? We currently have staff who are fluent in Spanish and Afrikaans.

INSURANCE COVERAGE & PAYMENTS:

1. Does the insurance cover this intervention? Insurance plans cover this intervention. The client will be responsible for copay or coinsurance costs as assigned by the insurance. This intervention can also be provided out-of-pocket for children without insurance.
2. How long is the waitlist for treatment? The waitlist for treatment depends on the clinician's availability and needs of the client, and it will vary from time to time.
3. What services or resources are available while we are on the waitlist? Therapy with a clinician who is not MATCH certified might be available while on the waitlist for a MATCH clinician.
4. How will we be notified about changes in the waitlist? Office staff will contact the client's caregiver when a clinician becomes available.
5. What is the cancelation policy? Clients are expected to cancel with at least 24-hour notice. If a timely cancelation does not occur, a fee will be charged to the client's account.
6. How can I get receipts for services? You can receive receipts via email, through the portal account, or by requesting them at the front desk.