

Welcome to

# School-Based Virtual Behavioral Health Services



# School Locations

## Hood River County

Hood River Middle School

Wy'East Middle School

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## Wasco County

The Dalles Middle School

The Dalles High School

South Wasco County Schools

Dufur School

## To schedule:

Call (541) 308-8345

or

Request an appointment online



# What to expect at the first visit

## What happens during the visit?

The patient will be working one-on-one with a Behavioral Health Consultant (BHC). In the first appointment, you can expect the BHC to ask specific questions about emotional and physical concerns and behaviors. The appointment will last approximately 30 minutes. At the end of the appointment, the BHC will provide a brief solution-focused assessment and treatment plan that involves goal setting. These goals act like a road map and provide guidelines to help make positive changes and improve emotional well-being.

## What is a BHC?

A BHC (Behavioral Health Consultant) is a credentialed mental health professional that has specialty training in the connection between the mind and body, working to address a person's overall well-being. BHCs can help develop skills to effectively manage emotional or behavioral difficulties such as anger, anxiety, grief, depression, and stress. BHCs can also assist in motivating patients to make lifestyle changes such as improving sleep habits, increasing exercise, and improving interpersonal relationships with family members, peers, and teachers.

Meet our BHCs  
by visiting our  
website!



# How does the service work?

- Guardians will receive a reminder text the day before the scheduled appointment.
- On the day of the appointment, patients may receive an appointment reminder card from the counseling office. This will be their "Hall Pass" to go to their appointment.
- A school representative will help patients access the telehealth portal in a private space in the school office. This is where the patient will connect with a BHC.
- Patients will be in session for up to 30 minutes.
- Afterwards, a school representative will check on the patient before they return to class.

## What if I need to cancel an appointment?

- When you receive an appointment reminder text, respond that the appointment needs to be cancelled or rescheduled.
- Call (541) 308-8345 to cancel or reschedule. Voicemails are encouraged for cancellations.

# How does billing work for this service?

- If you have health insurance we will bill your insurance for the visit. OCH accepts Oregon and Washington Medicaid, Medicare, and commercial insurance plans.
- We encourage anyone who is uninsured to apply for Medicaid Insurance. If you qualify, this ensures you can get the medical, dental, and behavioral health care you need with **minimal** cost to you. You may qualify for this type of coverage secondary to your primary coverage. One Community Health has Patient Care Advocates who can help you apply for Medicaid coverage for your family. *Call 541-386-6380 extension 20 for bilingual help.*
- If you do not have health insurance OCH offers a sliding fee discount based on family size and income. Patients will never be turned away because of inability to pay.



# Sliding Scale Discount Program

We are very fortunate to offer a sliding scale discount program to those who meet the Federal Income Requirements. This allows you to pay a small fee for each visit. The Sliding Scale has four levels, and you qualify for a level based on your income and household size.

You can apply for this program when your appointment is scheduled. Paperwork can either be brought to One Community Health in person, or you can submit online. Our billing team is happy to help you with your application - call 541-386-6380 extension 1593 for assistance.

## Visit Costs on the Sliding Scale

Level <b>A</b>	\$0	Level <b>B</b>	\$10	Level <b>C</b>	\$12	Level <b>D</b>	\$15
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Scan to apply for the sliding scale



# Frequently Asked Questions

## How long are the sessions?

About 30 minutes.

Depending on the BHC's assessment and treatment plan, a patient can expect to have as few as 1-2 visits and as many as 10-15. If they require longer treatment, we will discuss long-term treatment options.

## What happens during the summer?

When school is closed, patients can transition to in-person care with a BHC at One Community Health or continue virtual appointments. Patients can access summer virtual appointments through the MyChart app. Don't worry - we'll help you with this if needed!

## How much is this going to cost?

See page 5





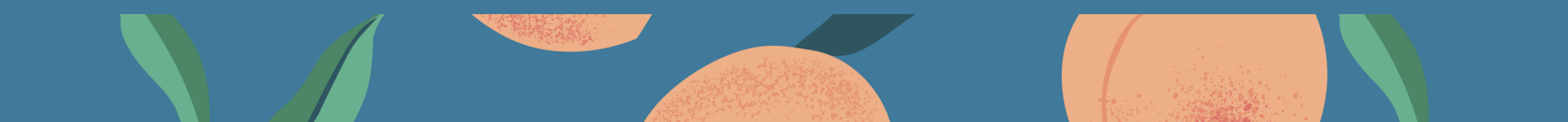
# Frequently Asked Questions

## What if they're upset after the session?

We understand that sometimes counseling can bring up tough emotions. We want to ensure that patients have a safe experience. A designated school representative (usually a school counselor) will be on hand to check in with patients after their appointment. If needed, they will be given time and support until they are ready to return to class safely.

## How can guardians expect to be included?

It is so important to have guardian support through this process! We do everything we can to involve guardians in a patient's care. At the beginning of services, the BHC and guardian will discuss expectations regarding guardian involvement.





# Do you have more questions?

Contact us at (541) 308-8345

[www.onecommunityhealth.org/news/school-based-virtual-behavioral-health-services](http://www.onecommunityhealth.org/news/school-based-virtual-behavioral-health-services)





**One  
Community  
Health**