

What are the hours for teletherapy services?

Teletherapy services are available 7:00 am–7:00 pm local time, Monday through Friday.

Where do teletherapy services take place?

When opting into services, the guardian can request that the sessions occur at home.

How does Hazel Health protect my student’s privacy during teletherapy sessions?

School staff members who refer a student to Hazel Health’s mental health service can look up whether that student has successfully consented to Hazel Health but will not receive any details about that student’s care plan or health information without your explicit permission. All student health information will stay confidential and in compliance with HIPAA. Student information is stored on Hazel Health’s highly secure, fully encrypted digital records platform.

How will I know if my student has been referred for Hazel Health teletherapy?

A guardian will receive a call from a Hazel Health Family Resource Manager explaining that their child has been referred by the school counselor for mental health services through Hazel Health. The Hazel Health Family Resource Manager can share what school staff member made a referral for care. The parent or guardian will then choose if they would like to opt into services for their student and schedule an intake visit.

How many therapy sessions can each student access?

Hazel Health’s mental health sessions typically consist of a preliminary intake visit and approximately six sessions. The program is short-term—if your child needs long-term mental health support, Hazel Health will work with the guardian to identify and connect the family to a local provider.

What mental health issues can Hazel Health providers treat or address?

- Anxiety
- Depression
- Sleep Problems
- Self Harm
- Grief/Loss
- Loneliness
- Motivation
- Concentration
- Anger Management
- Academic Stress
- Bullying
- Self-Esteem
- Peer and Adult Relationships
- And more

How does Hazel Health’s teletherapy work?

First, a guardian or the school counselor can refer a student for teletherapy by completing the referral form for the student. Once a student has been referred, the Hazel Health Family Resource Manager will call the guardian. If the guardian opts-into services, then the Hazel Health Family Resource Manager will schedule an intake visit. The guardian will participate in the initial intake session with the student.

After the intake visit, the guardian will work with a Hazel Health Family Resource Manager to schedule appointments for their student at home. All sessions are pre-scheduled, and each student participates in approximately six sessions. Once all of the sessions are complete, the student, guardian, and therapist will review their progress and recommend either long-term support or additional next steps.

What happens if a student needs to cancel or reschedule?

The Hazel Health clinical team will work with the referrer and/or guardian to reschedule canceled or missed appointments. Clinical visits proceeding as scheduled is a crucial component of ensuring that Hazel Health's licensed providers can best serve the needs of students, but Hazel Health understands that conflicts arise. Whenever possible, Hazel Health appreciates receiving at least 24 hours advance notice in the event that a visit needs to be canceled or rescheduled.

Services will be discontinued, and the student will be asked to re-enroll at a later day if that student has:

- two consecutive at-home visits canceled or rescheduled fewer than 24 hours in advance of the originally scheduled time OR
- three total at-home visits canceled or rescheduled fewer than 24 hours in advance of the originally scheduled time OR
- one week has elapsed since the date of a missed intake/counseling session, and no guardian has followed up

At a later date, students may request re-enrollment in the program as long as they renew a commitment to attending sessions as scheduled.

Please note that therapists may or may not be able to accommodate requests for sessions to be moved later in the day or week, given the weekly nature of the Hazel Health teletherapy model. If a visit does need to be canceled and cannot be rescheduled, students can still look forward to their recurring session the following week.

Can my child see a Hazel Health therapist if they also receive care from another therapist in my community?

In alignment with mental health industry standards, Hazel Health cannot duplicate counseling services already provided by another therapist. Please let your Hazel Health therapist know if you are receiving any other mental health services during your intake visit so that they can determine whether it is clinically appropriate to pursue Hazel Health's program. If you have any additional questions, please contact your student's school.

For more information on Hazel Health, visit <https://www.hazel.co/help/faq>. The Hazel Health model has been customized to meet the unique needs of the Fullerton School District community. As a result, services described on the Hazel Health website may vary from how they are delivered in your community.