MAGNOLIA CONNECTION
where hope blossoms

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Comprehensive Testing Welcome Guide

We are so excited that you have chosen to work with us and look forward to serving you and your family! We have provided some information below to help you prepare for your appointments and to answer common questions about the psychological testing process. Please save this email for future reference as it contains helpful information regarding your appointments.

Welcome Letter Contents:

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First Steps

- Read the **Welcome Letter** from Administrative Assistant
- Review the **Insurance Guide** from Administrative Assistant

  This guide can be used to call your insurance company to get a better idea of how much testing will cost after everything goes through your policy.
- **Your Messaging Portal** from Magnolia Connection

  Register and create a password.

  From the portal you can:
  - Securely message your provider, complete forms, pay invoices, share documents, and view upcoming appointments.
- **Please Fill Out Intake Form** from Magnolia Connection

  Fill out Patient Intake Form/Consents
  - Parent contact information, a copy of your insurance card, and school/teacher information (if applicable) will be needed. For concerns related to a child's behavioral, social or emotional functioning, it is important for our Psychologist to gather collateral information (e.g., teacher, daycare provider). If there are questions related to a learning disorder, social anxiety, ADHD or autism, this collateral data is especially important for the evaluation process. This form also includes client history, current concerns, and consent forms.
    - If you are divorced/separated and both parents have legal rights, please make sure to read our Collaborative Process Policy. We require both parents to complete the consent forms. The evaluation appointments will not be scheduled until both parents sign the documents.
    - Attach a copy through the portal your child's most recent evaluations (through the school or other agencies/doctors), IEP, 504, or grades prior to your appointment. If you have several documents, you can also send a copy through the IntakeQ portal.

We will contact you to schedule your appointments. Please allow us up to 3 business days to process the information.

Scheduling Emails

You will receive appointment confirmation emails from IntakeQ when booking your appointments:

- **Appointment Confirmation (3)** from Magnolia Connection

  All three of your appointment confirmations are located within the same email (Virtual Intake, In-Person Testing, Virtual Feedback).
  Please save this email as it includes the link to your virtual appointments.

Virtual Intake Appointment

The virtual intake appointment will be completed to gather information regarding your child's history and your concerns. This allows parents to talk freely regarding their concerns without having the child feel judged.

- This appointment is conducted with parents only.
  - Young adults over 18 are an exception to this rule, as well as some mature adolescents.
- These appointments are scheduled for 90 minutes, although they may take anywhere from 60 to 90 minutes.
- The link for this virtual appointment was sent to you on the day that you scheduled your appointments.
  - See the "Scheduling Emails" section in this Welcome Letter for more information.
- There is no need to arrive early to this appointment, which will be conducted via telehealth.

Additional Paperwork

After your intake appointment, you will likely receive additional emails from a member of our staff with standardized forms for you to complete about your child. Please complete this information as quickly as possible to ensure a timely and thorough evaluation. Many of the forms are PDF fillable. A free version of Adobe is sufficient for downloading and saving the forms, completing them for your child then saving again before returning to Magnolia Connection.

In-Person Testing Appointment

The evaluation appointment will be completed with your child (or young adult) and the clinician. This testing process includes puzzles, blocks, visual challenges, and conversations. These are the tools used to best understand how your child's brain works. If you have a younger child, let them know that they will be working with a teacher and playing different games and doing fun activities. For older children, you can explain that they are working with a doctor that helps children with school, friends, and feelings. The clinician will be figuring out how they learn best, help them with making friends, help them with their fears/worries, etc. (Feel free to tailor this to your child's unique experiences). Please note, it may be best *not* to use the word "testing" with your child.

On the day of testing, try to make sure your child has had a good night's rest, has eaten breakfast, and brings along any glasses, hearing aids, communication devices, etc. If your child typically takes medication, make sure that they take their medication prior to the appointment (unless otherwise agreed upon with the clinician). Many parents want us to see their child's true behaviors; however, not taking medication that they typically take could negatively impact other areas and result in an underestimation of their true abilities on intellectual or academic tests.

The testing typically takes between 2-6 hours, depending on the amount of testing that needs to be completed and the age of your child. In general, testing for young children takes less time than testing for older children and adolescents. Most testing is completed with the examiner and the child. Parents may choose to wait in the lobby or when appropriate, may leave the office for a nearby location. Your child will be given frequent breaks to rest and relax between tests. We recommend that you bring preferred snacks and water to have available for your child. For children under 5, parents are typically involved in the testing process and may be in the office with the examiner and their child for part of the evaluation.

Virtual Feedback Appointment

The virtual feedback appointment will incorporate all the information gathered through various interviews, observations and test data to put together in a final evaluation report. The clinician will communicate with other providers, teachers or parents as warranted.

- This appointment is generally conducted with parents only. (Clients 18 and older are an exception to this rule, as well as adolescents who are interested in learning more about the results).
- You will receive a summary of the evaluation, diagnosis and treatment recommendations at this time, and the final report will be sent to you within 2 weeks of the feedback appointment (although generally within 48 hours of the feedback).
- These appointments are scheduled for 90 minutes, although they may take anywhere from 60 to 100 minutes.
- The link for this virtual appointment was sent to you on the day that you scheduled your appointments.
    - See the “Scheduling Emails” section in this Welcome Letter for more information.
- If you have an adolescent that is interested in receiving this information, they may participate for the last portion of the feedback session or an additional appointment can be scheduled to review results with them directly. These sessions are usually 30 minutes.
- There is no need to arrive early to this appointment, which will be conducted via telehealth.

Frequently Asked Questions

What if my child has separation anxiety?

It is not uncommon for children to be nervous when meeting new people or entering into new situations. Our psychologists are experienced in reducing a child's fears and creating a comfortable environment. If your child has not previously attended daycare or school, we can work together to modify the testing environment so that your child is best supported. You can discuss these concerns at the Intake appointment, and a plan will be established to ensure we are able to get the most accurate information while supporting your child.

My child says that they don't want to do testing.

Adolescents may be uncomfortable with the idea of meeting someone new and having to discuss personal issues and challenges. Validate their concerns and let them know that the psychologist will not make them do anything that makes them uncomfortable. Don't feel the need to pressure them to "tell the truth" and rather share your confidence in the psychologist's ability and desire to help support you and your child.

Can I be present in the room during my child's testing?

We understand that some parents feel anxious about being separated from their child during testing, especially if you have heard of negative experiences from friends or have concerns about boundaries. Our priority is to create a safe, comfortable, and secure environment for your child.

For standardized psychological testing, sessions are conducted one-on-one with the child and the provider in a private room with the door closed. This helps minimize distractions and ensures the integrity and security of testing materials, which is essential for accurate results. While our testing rooms may have windows in the doors for visibility, parents are typically not permitted to remain in the room, stand in the hallway, or have the door left ajar, as these modifications can interfere with the assessment process. Exceptions may be considered only in rare circumstances if the provider determines it is clinically necessary for safety or participation. If you have concerns, we encourage you to discuss them during your consultation appointment. You will have the opportunity to meet the provider, review the process, ask questions, and learn about the safeguards we have in place. We want you to feel comfortable and confident with your child's care, and we are committed to transparency and collaboration throughout the process.

Should my child attend the feedback appointment?

It is generally recommended that parents not have children with them during the meeting where we review results. It allows parents to ask questions, feel open to express emotions, and freely discuss their concerns. If you have an adolescent who wishes to attend this meeting, then talk about it with your provider to determine if this is appropriate and will allow each of you to have your questions answered. This meeting is typically around 60-90 minutes in length. We may recommend having a second meeting for older children and adolescents to attend with or without their parents. At this meeting, the focus is on providing positive feedback on the child's performance and areas of strength, as well as incorporating information related to their diagnosis as appropriate. This meeting is typically brief and takes around 30 minutes.

At times, we are not able to thoroughly review all of the results and recommendations in the initial meeting. If this is the case, we will simply schedule another appointment to have more time to review recommendations or answer questions. The psychologists are happy to address brief questions or clarify any information in a brief email following the feedback appointment. However, an additional appointment will be needed if these questions can not be addressed appropriately within a 15 minute time frame.

Why are academic testing and learning disorder testing services cash pay?

Unfortunately, it is the stance of insurance companies that academic or learning disorder testing is not medically necessary, and rather, it should be addressed by the schools. In Iowa, school personnel are unable to provide a psychological diagnosis (such as a learning disorder), nor is it common practice in schools to conduct this testing. Rather, they determine whether the child is discrepant from grade level expectations (e.g., 25th percentile or lower). As some children with learning disabilities do not fall in this range, there are many students who are not receiving the proper academic interventions. Magnolia Connection has a school psychologist assisting with learning disorder testing, which offers an additional layer of support and information to ensure your student is able to be successful academically.

Will we have any additional contact with you following the testing process?

The clinician sometimes schedules follow-up visits with families after the feedback session to assist with starting interventions with their children at home or school. For instance, we might devise a behavior plan to be used at home or school or do some brief parent training. If additional treatment is recommended, the clinician will provide

referrals. A follow up evaluation is often recommended in 2-3 years to monitor progress and re-evaluate treatment goals.

How can I have my child's evaluation report shared with another provider, agency or school?

You will need to complete an "Authorization to Release/Exchange Protected Health Information" form for any provider you would like us to share it with, which can be found in the client portal. Please indicate all schools, doctors, or agencies you would like for us to share the report or other information. We will not be sharing the report unless you specifically request us to do so (per verbal or written request). There is no cost associated with sharing your report to other providers.

What is your cancellation policy?

We require 72-hour notice if you must change or cancel an appointment. In the event that you must cancel your intake or feedback appointment without providing sufficient notice, your credit card on file may be billed up to $150. If you must cancel your testing appointment without providing sufficient notice, your credit card on file will be billed $500. You may be asked to seek out an alternative testing provider following 2 no shows/late cancellations. We understand that life happens, so please contact us in the event of an unforeseen circumstance (e.g., your child is ill, poor weather conditions).

What forms of payment do you accept?

Payment for each appointment will be collected at the time of the appointment (e.g., co-pays, deductibles, etc.). Your credit card on file will be charged the day of your appointment unless you choose to use an alternate form of payment. We accept debit/credit cards, HSA (Health Savings Accounts) cards, and FSA (flexible spending accounts) cards. If you prefer to pay via check, let us know so that we can arrange to get the payment at the time of your child's appointment.

What is your collaborative process for parents who are separated or divorced?

It is our policy that the evaluation process be collaborative with primary caregivers involved in the child's life. Although it is not a legal requirement to have both parents consent to psychological services, we require consent from both parents in order to proceed with testing. Parents are not required to participate, but both will have the option to attend the consultation and feedback appointments *together*. We believe this is important to ensure all parties involved feel heard and understood, and allows the results to be better implemented because everyone is receiving the same messaging.

We understand there may be legal reasons (e.g., restraining order) where it is not feasible to conduct these appointments together, and we ask you provide a copy of documentation so we can ensure your safety throughout the process.

We look forward to serving you! Thank you for allowing all of us at Magnolia Connection to be a part of your child's support team!

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She/Her/Hers

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