

## You are ready.

You reached out for help, maybe for the first time, or you were referred by a member of your child's care team. Now, you're ready—to better understand and cope with a specific challenge impacting your child and family.

The READY program is here to help with short-term, outpatient therapy that focuses on a few goals to accomplish in a defined number of sessions.

Through this program, families work together with their READY team to:



It's a focused, collaborative approach to help families see significant progress in a brief period of time. And it may be just what your child and your family needs.

## Where to find help when you need it.

### Pediatric Behavioral Health & Wellness Outpatient Services

Open Monday – Thursday, 8:00 am – 7:00 pm

Friday, 8:00 am – 5:00 pm

Saturday (at select locations), 8:30 am – 2:00 pm

**For more information or to schedule a phone screen appointment,** call (585) 279-7800.

For **immediate safety concerns**, call 911 or take the child to the nearest emergency room.

For **crises without immediate safety concerns**, contact:

- UR Medicine Behavioral Health Crisis Call Line at (585) 275-8686
- 988 Suicide and Crisis Lifeline, call or text 988 or chat at 988lifeline.org/chat or
- UR Medicine Mobile Crisis Team for Monroe County at (585) 529-3721.

For questions about **insurance coverage**, co-payments, financial assistance, or billing, contact our financial advisor at (585) 273-4705 or (585) 602-2435.

[golisano.urmc.edu/behavioralhealth](http://golisano.urmc.edu/behavioralhealth)

Part of Strong Memorial Hospital.



## READY

### Focused Care for Families Ready to Work Together



## Why choose READY?

Through the READY program, families work to meet their therapy goals in a focused way, which includes a professional evaluation and learning strategies. In addition, you'll explore how the skills you are practicing may be applied to future problems. Parents are included in most sessions throughout the program.

By collaborating with your READY therapist, families will:

- Develop greater insight into your child's strengths and challenges
- Strengthen your communication as a family
- Gain skills to manage the current situation and future problems

Families meet with your READY therapist for up to 12 sessions, though many reach their goals in fewer. You'll also learn about additional community and educational supports to help beyond the program.

*1 child  
+  
family*

*2 to 3  
specific  
goals*

*6 to 12  
sessions*



### ABOUT YOUR FIRST APPOINTMENT

#### What to expect

At your first appointment, you and your child will meet with a READY therapist, who will discuss your concerns related to seeking services. During this visit, you'll be asked to share information about the challenges your family is facing, including how long they have been a problem, how they are affecting the family, and how your child and family have changed in response to them.

#### What to bring

All parents and guardians are encouraged to attend appointments. At least one parent or guardian must accompany the youth to the first appointment. Be sure to bring:

- Completed Patient and Family Information Form (if you are unable to bring the form with you, we will ask you to fill it out prior to meeting with your READY therapist)
- Insurance information
- Any legal documents related to your child, including custody paperwork
- Prior evaluations
- Individualized Education Plan or 504 Plan
- Additional paperwork relevant to your child

### PROGRAM DETAILS

#### Who is eligible?

Children up to age 18 and their families experiencing significant distress that is new or related to recent stressors, and who are not already receiving mental health services, are eligible for the READY program. Families should be able to commit to weekly or biweekly therapy for up to 12 weeks. READY is not appropriate for youth with immediate safety concerns or long-term behavioral health needs.

#### About our team

Each child and family we serve can be confident knowing that treatment will be provided by an experienced team, including:

- Trained therapists
- Case managers
- Other mental health professionals

As part of UR Medicine, these professionals offer care and expertise that families in our community can count on.

#### Attendance policy

The expectation is that families will attend all scheduled appointments. Families must attend the first scheduled appointment to continue in the program. One appointment may be rescheduled if needed after the first appointment has taken place. If your family misses, cancels, or reschedules a second appointment, you will be referred to other community resources. This enables the READY program to meet the needs of as many families as possible.

#### Medication information

Medication consultation is typically not provided as part of the READY program. However, the child or adolescent's primary care provider may request a psychiatric consultation in order to obtain input related to managing medications.

**WHEN YOUR FAMILY IS READY, THE READY PROGRAM IS HERE TO HELP.**