

Cary Office (main): 130 Preston Executive Drive., Suite 202, Cary NC 27513 **Telephone:** (919) 467-7777 **Raleigh**

Office: 9207 Baileywick Road, Suite 203, Raleigh, NC 27615

Greensboro Office: 2709-B Pinedale Rd, Greensboro, NC 27408

Frequently Asked Questions about Wynns Family Psychology Therapy Services

Thank you for considering therapy services with Wynns Family Psychology. We understand contacting a psychologist can be an intimidating but important step. It takes insight and courage to admit your family needs outside help. We hope these FAQs will answer some of your initial questions and provide the reassurance that you're in expert hands and on the right path to a positive and fresh start. If you have any further questions or would like to schedule an appointment after reviewing this document, feel free to call **919-467-7777**. You can email us at Info@WynnsFamilyPsychology.com. We're always happy to help!

Q: Does therapy really work?

A: The simple answer is “yes,” but it depends on how you define success. Therapy can help solve significant issues, greatly reduce (and even eliminate) symptoms of depression and anxiety, and improve relationships, social skills, and school / work performance. But it's important to temper these goals with realistic expectations. Therapy isn't a magic wand that cures all your woes. And it's most effective when you and your family are open and dedicated to the process. We find clients experience the most progress when they commit to attending regularly and completing “assignments” between sessions. Your therapist's skill and experience are also critical, as are external factors such as time and resources. Our goal is to provide your family with an ideal environment and the best services possible—creating a positive experience and a greater opportunity to achieve your goals.

Q: How long does the therapy process take?

A: Therapy services traditionally occur on a weekly basis although more complex issues may warrant more than that. Most clients begin making some progress after the first 3-4 sessions, and after a while, it's common for these clients to only need to come in once or twice a month. However, the duration of therapy depends on the intensity of the issues being addressed and the motivation of the child or adult to feel better. Other factors also play a role, including stressors, support from friends and family, intelligence, and personal insight. Some disorders only require short-term treatment such as simple phobias, certain anxiety disorders, and various adjustment difficulties. More severe issues can take years to resolve such as sexual abuse, physical abuse, bipolar disorder, and certain personality disorders. Noticeable progress during the treatment process varies. Sometimes treatment progresses stepwise, with small gains being made at a steady pace. Other times the process can cycle between weeks or months of really good times and stretches

of “not-so-good” times. Either way, both processes are normal. Many clients also use therapy as a place to enhance meaning in life, gain insight about themselves and their relationships, and work towards goals. For clients using therapy as a means towards self-actualization, they may want to schedule regular ongoing therapy sessions for months or years, depending on their specific objectives.

Q: What is your approach to therapy?

A: We usually take a cognitive-behavioral approach to therapy when treating issues like anxiety and depression. However, our overall approach is solution-focused. We often receive feedback from clients that prior therapists “just listened” and never actively guided them toward any kind of change. In contrast, we view therapy as a productive, goal-oriented conversation—providing feedback, asking reflective questions, and making practical suggestions to use on a daily basis. We want you to leave each visit feeling as if you’ve learned something new. Our focus is to develop permanent strategies to help your kids, personal life, marriage, and other relationships.

Q: Can’t I just talk this out with my friends?

A: When discussing concerns about your children or relationships with family members and friends, they often bring biased perspectives to the situation. Even though they care and may have your best interest at heart, because of the complex dynamics and histories inherent with these relationships, it’s next to impossible for them to be objective. Clients often find it more helpful to openly express feelings and discuss problems with an objective therapist who is free of complicated family histories and judgments. This objectivity, along with the extensive training and expertise of our psychologists, are critically important when problem-solving issues. Wynns Family Psychology is here to help you get results—not to critique your parenting, criticize your children, or dispense bad “layman” advice about relationships. We attentively listen, offer encouragement and hope, and collaboratively guide you and your family towards its goals.

Q: We are divorced, and I’m not sure my spouse will agree to our child coming for therapy. Can we come anyway?

A: We require divorced parents to both consent for services if you share legal custody. (Most custody or consent orders have some language about notifying the other parent of medical or mental health services, but it’s important to review your specific agreement). If your ex isn’t able or willing to sign the consent forms, but doesn’t object to services, you can discuss with us other options. If your situation is complicated, just ask for assistance when you call to schedule.

Q: What do I tell my younger child about her first visit?

A: We suggest you explain that they are going to talk and play with someone who helps kids with their problems. Some parents explain we are “feelings doctors” who help kids who are sad, mad, or worried feel better. Most children enjoy play therapy so you can reassure your child by explaining we have a fun office with a variety of toys, games, art materials, and workbooks. We also have a treasure chest with prizes your child can choose at the end of each session. Because we strive to make therapy engaging as well as effective, children are often eager to come back!

Q: What about my teen? What if they refuse to talk?

A: Because we specialize in and work with kids and teens on a daily basis, we know how to successfully connect with them. Our typical approach for teens is laid-back and positive. Even the most strong-willed teenagers respond to this strategy and find it more helpful to open up to our personable and objective psychologists (instead of their parents, friends, and teachers). We foster a safe and comfortable environment in which teens are eager to talk about their friends, families, and themselves! And once this door is opened, we can successfully move on to resolving their problems and issues. We often tell parents, “If you can get them in our office, we’ll do the rest!”

Q: Do you offer virtual or telehealth sessions? How does that work?

A: Yes! WFP providers offer virtual or telehealth sessions for clients who are located in North Carolina at the time of session. If you would like a telehealth session, please let our admin team know when you call to schedule your appointment. We will then send you a link via email that will directly connect you to your provider at the time of your scheduled appointment. As long as you have a strong wi-fi connection and private location, you will be all set. However, we do recognize that telehealth may not be an appropriate fit for all clients. In such circumstances, some providers are able and willing to offer in-person appointments. For those clients looking to have in-person appointments, please speak with your provider or let us know.

Q: What about COVID-19?

A: WFP continues to monitor the current pandemic. At this time, all three locations are operating on a modified schedule and our office has increased/ implemented a variety of health sanitation/ cleaning procedures as well as revised our office procedures in order to help mitigate the spread of the virus. In the event that you are concerned, we want you to know that our office will continue to offer telehealth services, and will continue to do, even as our state continues to re-open the economy. Should you seek in-person appointments, we will ask you to follow a set of protocols which are outlined in our in-person informed consent form. If you ever have a question regarding our protocols or your modality of treatment, please don’t hesitate to ask.

Q: How much does therapy cost?

A: At Wynns Family Psychology, we minimize your expense by setting our fees on the moderate side of what other psychologists and therapists charge:

Provider Level	60-minute session (Typically 1 st session)	45-minute session
Dr. Wynns	\$265	\$235
Senior Psychologist	\$ 255	\$ 225
Doctoral Level Psychologist	\$ 190	\$ 170
Master’s Level Therapist	\$ 160	\$ 140
Master’s Level Intern	\$ 100	\$ 85

Q: What about insurance?

A: Most insurance companies reimburse for a percentage of our services. However, we are technically “out-of-network.” What this means is you pay for services upfront, and then we help guide you through submitting the necessary claims forms to get directly reimbursed by your insurance company. (Note that insurance providers are typically required to reimburse clients within 30 days of receiving a claim so this typically keeps the process running smoothly.) On average, most clients are reimbursed somewhere between 50% – 80% for services, but our Insurance Benefits “Cheat Sheet” (along with a call to your insurance company) will help you determine your plan’s specific benefits. Also, we accept Flexible Spending Account (FSA) Cards and Health Savings Account (HSA) Cards in our office. Most FSA’s and HSA’s cover therapy, testing, groups, and custody services.

Therapy Services Testimonials

“You really went above and beyond the call of duty... I’m very happy that we found someone like you. I appreciate everything you have done for her (child), her progress is amazing.”

~ parent of a 10-year-old, phobia therapy

“Thank you so very much for the time you spent with me yesterday. Though we only had 30 minutes, I learned more than 4 hours on the internet. Again, thank you for your time, energy, and willingness to share your expertise.”

~ consultation with child educator

“B has been doing well. You...successfully helped B step out of the danger zone and we are grateful for that. I have shared your name with all my school counselors because I feel that you have a gift.”

~ parent of a 17-year-old, phobia therapy

“I went for a run...one week after I had an appointment with you. I had felt like a leaking bathtub, and somehow in that appointment I put the plug back in, and it stayed. The process of therapy is mysterious, and I realized in that run that somehow speaking words of healing and security in your presence blesses them and makes them come true.”

~ adult therapy client