



FAQs for Diagnostic Services at the Luke Waites Center for Dyslexia and Learning Disorders

About Center for Dyslexia Diagnostic Services

1. What services do you provide?

We provide services for children suspected of having an academic learning disorder in reading, written expression and/or mathematics. Our services are offered when they will make a significant difference in the educational placement or outcome for the child.

2. Who do you evaluate?

We evaluate children with suspected academic learning disorders in reading, written expression and/or mathematics who are between the ages of 5 and 14, live in the state of Texas, and are proficient English speakers.

3. What do you evaluate?

Our evaluation varies depending on the child's needs. Tests of intelligence, spoken language and academic achievement involving reading, handwriting, written expression, and mathematics may be administered. If you are mostly concerned about inattention, sadness, worry or negative behavior, please consult with your child's primary care physician for evaluation to address these issues. We do consider the impact of inattention, mood and negative behavior symptoms on learning during the evaluation.

4. What do you NOT evaluate?

We are unable to evaluate children whose learning difficulties are primarily related to:

- Autism spectrum disorders
- Low cognitive ability
- Hearing or vision impairment
- Attention problems
- Emotional problems
- Behavioral problems
- Lack of English proficiency

In addition, we do not offer evaluation for the following situations/concerns:

- Classroom and test accommodations
- Three-year re-evaluations for special education or private schools
- Gifted and talented eligibility
- Entrance into private schools
- Controversial conditions, like sensory integration disorder or auditory processing disorder



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5. If public school educators have plans to evaluate my child, would it be helpful to get a second opinion through the Center for Dyslexia?

If the school test results are inconclusive or you have unanswered questions, consultation services through the Center for Dyslexia may be considered. Additional testing is not required if previous test results support your child's need for educational services and address your concerns.

6. What services do you provide for children who are home schooled?

Diagnostic services are offered for children who are being taught in the home if, like children receiving school-based instruction, they have a suspected academic learning disorder. Our resources are not designed to recommend teaching techniques or specific curricula for children in home-based education.

Requesting Diagnostic Services for your Child

7. How do I apply to have my child evaluated through the Center for Dyslexia?

Visit the **ScottishRiteforChildren.org** webpage and select "**Request Appointment**".

From there, choose the "**Application Request**" option in the Center for Dyslexia box.

We use a secure online **MyChart** portal connection because we take protecting your private health information seriously. Security takes a few more steps but your privacy is worth it to us. As we establish a secure MyChart portal connection, you will receive additional e-mail instructions from us. If you don't see them, check your spam folder for email from waites.center@tsrh.org.

Once we have established a secure MyChart portal connection we will continue to communicate with you through the portal through the entire process.

Here are the step-by-step instructions:

Step 1: Click the **Application Request** button to request a **MyChart** portal connection (also called *proxy authorization*) so we can communicate with you privately about your child. *We will respond as quickly as possible; please allow us 2-3 business days to get this ready for you.*

Step 2: Check your e-mail for a **MyChart proxy activation link**. Activate the MyChart proxy authorization by following the link. *We will respond as quickly as possible. Please allow us 2-3 business days.*

Step 3: Prepare for the application by gathering copies of prior testing and evaluations, as well as any relevant school documentation. There will be a list of the kinds of documents needed in the application.

Step 4: Check your e-mail for notification that you can access the application through your MyChart portal connection. Complete all parts of the application.

- Answer all the questions.
- Upload reports of all prior testing and evaluations and any relevant school documentation.
- Ask your child's teacher to complete a quick academic checklist and upload that document, as well. It will come in a separate e-mail.



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8. Why do you need my child's teacher(s) to complete forms? Why do you need information from my child's school?

Center for Dyslexia clinicians use a high standard of diagnostic care. Test scores alone are insufficient when making a learning disorder diagnosis. The child's history of school performance and observations from teachers who work with the child regularly are essential to consider the presence of a learning disorder.

Center for Dyslexia diagnostic team members create testing assessments that are specific to the child's needs based on this information. We use our expertise to understand the child's history of learning symptoms and testing to confirm the diagnosis.

9. What happens after I apply?

The application committee will review the application submission. If additional information is required, you will receive a MyChart message that explains what is needed before eligibility can be determined. If the application committee decides that our services will address your child's needs, you will receive a follow-up message in MyChart.

Additional questions can be addressed by calling 214-559-7815.

10. What if the application committee determines that my child would not benefit from Center for Dyslexia testing?

We are committed to helping all families who ask for assistance. The type of assistance we provide depends on the child's needs and our expertise. If your child does not have needs that can best be addressed using Center for Dyslexia testing, we will contact you through MyChart. We are available by phone (214-559-7815) to guide you to other resources that may be helpful for your child.

If Your Child's Application Is Approved

11. Will there be multiple visits?

Two types of appointments are presently offered by the Center, an assessment appointment and a consultation appointment. Most often children evaluated in our Center are scheduled for both appointments. Currently, the follow up consultation appointment is set within 2-4 days as a virtual tele-medical video meeting.



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12. How long will it take to get an appointment?

We currently have a wait time of 3-4 weeks from the time of application approval.

A few days after you are notified of approval for our services, you will receive four questionnaires to be completed and returned prior to your appointment being scheduled. The following parent and teacher questionnaires/forms must be completed before your child's appointment can be scheduled:

- Parent Questionnaire - will be submitted to you through MyChart
- NICHQ Vanderbilt Assessment - will be submitted to you through MyChart
- BASC-3 - you will receive an e-mailed link from Q-Global inviting you to complete the online questionnaire
- School Questionnaire - will be e-mailed directly to the e-mail you provided

You will receive a phone call to set appointments for your child's evaluation and clinical consultation once all forms are received.

13. How do I change my child's appointment?

Call our appointment scheduler at 214-559-7815, Monday through Friday between 8 a.m. and 4:30 p.m.

14. Where is Scottish Rite for Children? Where is the Center for Dyslexia within the building?

Scottish Rite for Children is located at 2222 Welborn Street in Dallas, Texas. Once you arrive, follow these directions to the Luke Waites Center for Dyslexia and Learning Disorders: Turn onto Welborn Street from Maple Avenue or onto Scottish Rite Way from Oak Lawn. Follow signs to the main entrance and turn into the designated red or blue parking area. Enter the main entrance and check in with the main entrance staff.

15. If my child has attention problems, should I address this issue before my child's evaluation?

The best learning evaluations are done when inattention problems have been addressed before academic testing is given. When a child's application is eligible for Center for Dyslexia testing services, our clinicians will request that inattention symptoms be evaluated before the child's appointment. In cases when we evaluate for a learning disorder and the information from a child's parent and teacher suggests inattention symptoms, a diagnosis of attention deficit/hyperactivity disorder (AD/HD) will be considered.



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16. If AD/HD is diagnosed, will you provide medication management?

Resources for medication management are not included in the services provided by the Center. Your child's referring physician will receive a copy of our diagnostic report. Together you may choose to begin medical management or seek the services of a physician specializing in the treatment of children with AD/HD.

17. What types of tests will be given to my child?

Standardized tests are used and are chosen depending on your child's age, academic concerns, and performance observations during the assessment appointment. Tests are available to measure academic skills and cognitive ability and to screen spoken language and visual-motor development as needed.

18. How long does the assessment take?

The amount of time for the assessment appointment will vary from two to four hours depending on the child's age, academic concerns and observations during the assessment appointment.

19. How long does the consultation take?

Although the typical consultation appointment takes about two hours, we ask you to allow four hours for this virtual visit. We want to make sure we have plenty of time to answer all questions you have about your child.

20. Will you be able to provide a diagnosis so my child can receive services and accommodations in school?

We encourage you to share our written diagnostic report with educators at your child's school. Public school educators must consider the evaluation results but are not required to follow the recommendations of Center for Dyslexia or any outside diagnostic service.

21. When should I expect to receive results of the evaluation?

Results will be discussed and a brief testing summary will be provided by e-mail following your child's consultation appointment. This initial report will include diagnoses and recommendations to help you take the next steps to address your child's needs. A more detailed report will be available in My Chart and will also be mailed to you within 2-3 weeks following the consultation appointment.

22. Will my child receive intervention at the Center for Dyslexia?

If your child is diagnosed by Center for Dyslexia staff with dyslexia and does not participate in public school or private dyslexia services, participation in the Center for Dyslexia laboratory program may be considered. The education team makes the final decision regarding a child's participation in the program. It is a two-year commitment where there is agreement between



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parents and school educators that your child will be released during the day to participate in this program. Aside from specialized reading instruction, your child would be required to continue receiving educational services in their regular school environment. A full academic curriculum is not a part of this program.

Cost of Evaluation

23. Is there a cost for my child to be evaluated at the Center for Dyslexia?

Yes, a full evaluation is \$900. The full evaluation varies depending on your child's needs. Test of intelligence, spoken language, and academic achievement involving reading, handwriting, written expression, and mathematics may be administered.

24. Do you offer financial assistance?

Yes, it is called [Crayon Care](#) and every family is highly encouraged to apply for this generous financial assistance program. Scottish Rite's financial counselors can help answer questions and determine if you are eligible for financial support.

25. Are there payment plan options?

Absolutely! Please visit with our financial counselors at 214-559-8630. They will help you set up a two to three month payment plan.

26. When is the payment due?

Once the application is approved, there is a multi-month waitlist. Full payment must be made prior to your child's evaluation at our Center.

27. Can I use my Flexible Spending Account (FSA) or Health Savings Account (HSA) to pay for the evaluation?

Please call the administrator of your FSA/HSA account and inquire if funds can be used for an educational evaluation.

28. Will medical insurance cover academic evaluation?

Unfortunately, medical insurance does not typically cover academic evaluations/non-medical services.

29. What happens if I pay for the evaluation but change my mind or no longer need assessment?

You would be eligible for a full reimbursement. Please call the Center @ 214-559-7815 and let us know.



Follow-Up

30. My child was evaluated at the Center for Dyslexia. Do you provide re-evaluations?

At your request, a re-evaluation may be offered if new academic concerns have surfaced since the initial evaluation, when your child has not responded to the treatment recommended or if an “at-risk” diagnosis was made. Please call the Center to request a re-evaluation application. The re-evaluation application will be sent to you through your previously established MyChart.

31. Is there a fee for re-evaluation?

The fee for re-evaluation is \$550. As noted above, all families are highly encouraged to apply for financial assistance through [Crayon Care](#).

32. If my child has been previously served in the Center for Dyslexia, how do I request a copy of the report?

Please contact our health information management department at 214-559-7455 and request a copy of the report. When a patient has reached 18 years or older, they must request the report themselves.

Contacting Us

33. When is the best time to call if I have additional questions?

Please call 214-559-7815. Our phones are answered Monday through Friday between 8 a.m. and 4:30 p.m. If you call after business hours, please leave a detailed message and the best phone number to reach you. We will return your call as soon as possible.

34. Where can I find information about dyslexia identification and services in Texas public schools?

Comprehensive information including frequently asked questions, definition, effective instruction, Texas dyslexia law, suggestions for parents and teachers, and recommended reading can be found in Dyslexia Defined (<https://scottishriteforchildren.org/care-and-treatment/dyslexia>). If your child attends public school, review of the *Dyslexia Handbook, 2021 Update* (<https://tea.texas.gov/sites/default/files/texas-dyslexia-handbook-2021.pdf>) would be beneficial.