Trust 2 Believe

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Communication & Availability

Routine communication

Use the practice-approved scheduling and messaging channels for appointments, cancellations, and administrative questions. Ordinary email and text may be insecure; do not send sensitive clinical information unless the practice confirms a secure method. Communication preferences and risks will be discussed.

Response time

The therapist generally aims to respond within one business day, Monday through Friday, excluding holidays. This is a goal, not a guarantee. Messages are not monitored continuously and are not a crisis service.

Emergencies

For immediate danger, call 911 or go to the nearest emergency department. In the United States, call or text 988 for suicide and crisis support. Do not rely on voicemail, email, or portal messages for urgent assistance.

Telehealth logistics

If a session disconnects, attempt to reconnect using the agreed platform. If unsuccessful, use the designated backup contact method. At each session, the therapist may confirm your physical location and emergency contact information.

Permitted administrative contact methods (check all that apply)

☐ Phone ☐ Text ☐ Email

Preferred phone number / email

May a neutral voicemail be left?

☐ Yes ☐ No

Acknowledgment / signature

Client full name

Client signature (type name if accepted by your secure e-signature workflow)

Date

Electronic signatures should be collected through an approved system that records consent and audit details.