

In Case of an Emergency

** indicates a required field*

If you have a mental health emergency, I encourage you not to wait for communication back from me, but do one or more of the following:

For individuals in Arizona:

- Call Phoenix Non-emergency line: (602) 262-6151
- Maricopa County Sheriff's Office: (602) 876-1000
- Call Peoria Non-emergency line: (623) 773-8311
- Sun City non-emergent police: **480-530-9500**

For individuals in Alaska:

- Jamhi emergency number: 907.463.3303
- JPD: non-emergency 907.586.0600
- Bartlett Regional Hospital: 907.796.8900

General emergency numbers:

- Crisis response network [CRN]: (602) 427-4600
- Call Lifeline at (800) 273-8255 (National Crisis Line)
- Call 911
- Go to the emergency room of your choice
- Call Suicide Crisis Line: 988
- Text 988 for suicide

Emergency procedures specific to Telehealth services

There are additional procedures that we need to have in place specific to Telehealth services. These are for your safety in case of an emergency and are as follows:

You understand that if you are having suicidal or homicidal thoughts, experiencing psychotic symptoms, or in a crisis that we cannot solve remotely, I may determine that you need a higher level of care and Telehealth services are not appropriate.

I require an Emergency Contact Person (ECP) who I may contact on your behalf in a life-threatening emergency only. Please enter this person's name and contact information below.

Either you or I will verify that your ECP is willing and able to go to your location in the event of an emergency. Additionally, if either you, your ECP, or I determine necessary, the ECP agrees take you to a hospital. Your signature at the end of this document indicates that you understand I will only contact this individual in the extreme circumstances stated above.

Please list your Emergency Contact Person here:

*** Name:**

*** Phone:**

You agree to inform me of the address where you are at the beginning of every session. You agree to inform me of the nearest mental health hospital to your primary location that you prefer to go to in the event of a mental health emergency.

Please list this hospital and contact number here:

Hospital:

Phone:

You agree to inform me of the nearest police department to your primary location that you prefer to go to in the event of an emergency.

Please list this police department and contact number here:

Police Department:

Phone:

Crisis Management and Intervention

Telehealth services should not be used to manage crisis situations. Clients in crisis should contact 911 or the 24-hour crisis line at 800-273-8255, now 988. If an emergency or crisis arises during a telehealth session the provider will contact the appropriate authorities and/or crisis response to ensure safety. Emergency numbers identified:

State of Arizona: For statewide emergencies in Arizona, the following numbers are available:

- **911:** For any immediate, life-threatening emergency involving fire, police, or medical services. You can also use Text-to-911 in any county in Arizona by texting your exact location and emergency to 911.
- **1-844-534-HOPE (4673):** For any behavioral health crisis. This is Arizona's 24/7 statewide crisis line. You can also text 4HOPE (44673).
- **988:** For suicide and mental health crises, as well as substance-related issues. This national number connects you to a local crisis center. Veterans can press 1 after dialing 988.
- **511:** For highway conditions, traffic updates, and road closures. This is operated by the Arizona Department of Transportation (ADOT).
- **211:** For information and referrals to local social services, such as housing assistance, heat relief, and transportation.
- For poison control: Help is available online with <https://azpoison.com/> or by phone at **1-800-222-1222**. Arizona Opioid Assistance and Referral Line at **1-888-688-4222**

Crisis hotlines by county

If you need mental health or substance abuse support, you can also contact regional crisis hotlines, which are staffed 24/7:

- **Maricopa County:** 1-800-631-1314

- **Northern Arizona (Apache, Coconino, Gila, Mohave, Navajo, and Yavapai counties):** 1-877-756-4090
- **Southern Arizona (Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma counties):** 1-866-495-6735

Non-emergency statewide assistance

- **Arizona Department of Public Safety (DPS) non-emergency:** (602) 223-2000. You can use this number to contact a state trooper for non-emergency situations, such as a minor vehicle collision.
- **211 Arizona:** Dial 2-1-1 to find local resources for housing, heat relief, and other social services. Help is available daily from 9 a.m. to 7 p.m..

State of Alaska:

All emergencies should be reported by calling 911. Active, non-emergency events should be reported on the business line by calling **907-450-6500**. **Alaska state troopers: 907.451.5100**

Using text messaging is NOT permitted to contact your clinician in crisis situations. Using email and or text should be limited to appointment arrangements ONLY. Should you misuse any message system and do not adjust your engagement your services may be paused or even terminated. It is vital for your safety as well as our ethics any and all interactions remain healthy, safe, and appropriate.

Emergency Procedure for When Provider is Unavailable

In the event of a crisis, emergency, or urgent situation during a telehealth session, or if the provider becomes unavailable (such as technical failure, disconnection, or inability to reach the provider):

1. Immediate Danger or Life-Threatening Emergency:

- Call **911** or go to the nearest emergency room.
- If you are experiencing a mental health crisis, you may also contact the **988 Suicide & Crisis Lifeline** by dialing **988**.

2. Non-Life-Threatening Crisis:

- Contact your local crisis hotline or behavioral health crisis team.
- If applicable, you may reach out to a trusted support person, such as a family member, friend, or community resource.

3. Provider Unavailability (Technical Failure or Disconnection):

- If the session is interrupted due to technical difficulties (such as internet failure or disconnection), the provider will attempt to reconnect with you within **10 minutes**. You can call the main TPL line and inform staff of issue at 602.753.8835 or portal message your provider through your secure portal.
- If reconnection is not possible, the provider will contact you to reschedule or provide an alternative method of communication.
- If you do not hear from the provider within **10 minutes** and you are in crisis, please follow steps 1 or 2 above.

4. Follow-Up:

- The provider will follow up with you as soon as they are available to continue care or reschedule your session.