

ADDITIONAL POLICIES

Availability/Emergencies

I am often not immediately available by telephone. I will not answer the phone when I'm with another client. When I am unavailable my telephone is answered by voicemail that I monitor throughout my regular office days. I will make every effort to return your call in a timely manner, with the exception of non-working days, weekends and holidays. If you are unable to reach me and need more immediate assistance, contact your family physician, call the Tennessee 24/7 crisis line (855)-274-7471, dial 9-1-1, or go to the nearest emergency room. **Please understand that as a solo, outpatient practitioner, I am unable to provide continuous 24-hour crisis services.** In the event of a mental health emergency or an emergency involving a threat to your safety or the safety of others, please call 9-1-1 to request emergency assistance, go to the nearest emergency room, and/or call the Crisis Line at (855) 274-7471.

Electronic Communication & Consent for Use

Be advised that the use of email, cell phone texting, and other forms of technology in psychotherapy may have security concerns. Any information exchanged electronically increases the risk of confidentiality breaches. Communications via email over the internet are not secure. Although it is unlikely, there is a possibility that information you include in an email can be intercepted and read by other parties besides the person to whom it is addressed. Therefore, the therapist cannot guarantee protection from unauthorized attempts to access, use, or disclose personal information exchanged electronically. Do not include personal identifying information such as your birth date, medical information or social security numbers in any emails you send.

Emailing/texting with Deana Ferguson, LCSW, will be used for the purpose of simplifying and expediting scheduling and administrative matters only. Email/texting communication is NOT to be used to provide/receive treatment services or take the place of therapy sessions. Therefor email/texting should NOT be used to communicate: suicidal or homicidal thoughts or plans, urgent or emergency issues, serious or severe side effects or concerns, or rapidly worsening symptoms. In any of these emergency situations, clients should: Call 9-1-1, proceed to the nearest hospital emergency room, and/or call a crisis hotline such as TN Crisis Line (855) 274-7471. **Deana Ferguson, LCSW, does not provide crisis intervention services and email/cell phone texting her is not a reliable method of obtaining urgent help.**

I have thoroughly considered all of the above information. By signing this form, I consent to the use of email/texting as needed for scheduling/administrative purposes only.

Client Signature

Date