**Brave Enough, LLC - Counseling Services**

**Consent fo Telehealth Services & Client Communication Policy**

**Consent for Telehealth Services**

I agree to have therapy sessions by video using Telehealth through SimplePractice.

I understand that:

* Telehealth lets me meet with my provider from a different location using video.
* There are benefits like convenience and easier access to care.
* There may be risks, such as technical issues or limited privacy on my end.
* Either I or my provider can stop a video session if it's not working well.

**About the Telehealth System**

We use Telehealth by SimplePractice for video sessions. It's secure and doesn't require a password.

Please note:

* This is not an emergency service. In an emergency, I will call 911.
* SimplePractice only provides the video platform—it doesn't give medical advice.
* I will keep my appointment link private to protect confidentiality.

**Acknowledgment**

By signing, I confirm that:

* I understand how telehealth works and have had a chance to ask questions.
* I agree to the risks and benefits and consent to use video sessions for therapy.

**Client Communication Policy**

**Purpose:**
To establish clear guidelines for client communication with therapists and administrative staff, ensuring appropriate, professional, and timely responses.

**Policy Statement:**
Brave Enough, LLC is committed to maintaining professional boundaries while providing responsive communication to clients. This policy outlines appropriate communication methods, response times, and limitations on therapist availability outside of scheduled sessions.

**Acceptable Communication Methods:**

1. Scheduling and Administrative Inquiries:
	* Clients may contact the clinic via phone at (765) 744-3322 or email at admin@getbraveenough.com for scheduling, rescheduling, or administrative questions.
	* Text messaging, if used, should be limited to appointment-related inquiries and confirmations.
2. Therapist Communication:
	* Direct communication with therapists outside of scheduled sessions is strictly for scheduling-related concerns or exchange of information and NOT used for therapeutic purposes.
	* Therapists do not engage in clinical discussions, therapeutic interventions, or crisis support outside of scheduled appointments.
	* If a client has a clinical concern, they should bring it to their next session or schedule an additional session if needed.

**Response Time Expectations:**

* The clinic aims to respond to emails, voicemails, and texts within 24 business hours (Monday–Friday, excluding holidays and weekends).
* Urgent matters should be directed to [Insert Emergency Contact or Crisis Resource] as therapists and administrative staff do not provide emergency services.

**Emergency and Crisis Situations:**

**Policy Statement:**
Brave Enough, LLC is an outpatient mental health clinic and **does not provide crisis intervention or emergency services. Therapists are in session with other clients and do not have the capacity to act as a crisis resource.** Clients experiencing an immediate crisis should seek assistance from emergency services or crisis resources.

**Definition of a Crisis:**
A crisis is defined as any situation where a client:

* Is at immediate risk of harming themselves or others.
* Is experiencing a severe psychiatric episode that requires urgent intervention.
* Requires immediate medical attention due to a mental health condition.

**Emergency Contact Information:**
Clients experiencing an emergency should contact one of the following:

* **911** – For immediate medical or safety emergencies.
* **988 Suicide & Crisis Lifeline** – Call or text **988** for 24/7 crisis support.

**Therapist and Clinic Role in a Crisis:**

1. **During Business Hours:**
	* If a client contacts the clinic in distress, administrative staff will direct them to emergency services or appropriate crisis resources.
	* **Therapists are in session with other clients and cannot respond to crisis situations.** Clients must seek immediate assistance through emergency services.
2. **After Business Hours:**
	* The clinic does not provide after-hours crisis services.
	* Clients should utilize 911, 988, or local crisis resources.
3. **Mandated Reporting:**
	* If a client expresses intent to harm themselves or others, the therapist is legally obligated to take necessary steps, including notifying emergency services or identified support persons.
	* In cases of suspected abuse or neglect, therapists are required to report to the appropriate authorities.

**Wellness and Safety Planning:**

* Clients at risk of crisis should work with their therapist to develop a **personalized safety plan**, including identifying support systems and coping strategies.
* Clients are encouraged to share emergency contact information with the clinic in case of a crisis requiring outreach.

**Inappropriate Communication:**

* Clients are expected to use communication channels professionally and appropriately.
* Harassment, excessive messaging, or inappropriate contact may result in termination of services.
* Social media, personal phone numbers, and informal messaging platforms are NOT appropriate methods of communication with therapists.