



Appalachian State University Counseling & Psychological Services Telemental Health Emergency Plan

Client Name: _____

Date: _____

As part of engaging in telemental health services at the Appalachian State University Counseling Center, this form must be completed. Provided information must be accurate, may be verified by the provider or another appointed designee through the organization, and will be utilized to ensure the safety of all parties. If the treating provider determines there is a justifiable reason to break confidentiality to ensure the safety of the patient or another person due to the client's behavior, the provider is authorized to do so. Conditions for breaking confidentiality may include, but are not limited to: if the client is determined to be at imminent risk of harming themselves or another, if abuse is recognized, or if a medical/behavioral emergency occurs. If confidentiality must be broken, the treating provider will make reasonable efforts to inform the client prior to or following the disclosure, as allowed.

Emergency Contact Information

Name: _____

Email: _____

Relationship: _____

Address: _____

Phone #: _____

Nearest facility for emergency mental health services (i.e. Emergency Department, Local Mental Health Crisis Center or mobile Unit)

Name of Agency/Facility: _____

Address: _____

Phone #: _____

EMERGENCY PLAN

- 1. If there is no fear of harm to the client or another person**, the client should remember or write down the relevant information to share at the next appointment. Should a more immediate response be required, the client should call the Counseling Center at **828-262-3180**.
- 2. If there appears to be a possibility of harm to the client or another person**, the client should attempt to utilize the emergency resources listed on this form. Please note that options for emergency services below differ based on the client's location (i.e. whether they are in the Boone-area or not). If the client is closer to another medical center/emergency resource than what is listed, they are to go to that location. Following stabilization and discharge, the client is asked to contact the AppState Counseling Center provider with an indication of what led to the need for a hospital visit, details of the hospital stay (e.g., medications, diagnoses, treatment summary), and emotional/behavioral status post-discharge.
- 3. Note: At any time, the provider can decide that telemental health services are no longer appropriate, and if this occurs, alternative treatment options will be recommended and current telemental health services will be terminated.**

ADDITIONAL HOTLINES & RESOURCES

BOONE AREA - Emergencies During the Day

If you in the Boone area and are experiencing an emergency during Counseling Center hours of operation (generally Mon-Fri 8:00 A.M. to 5:00 P.M.), call the Counseling Center (828-262-3180) and let the receptionist know that this is an emergency and we will have you speak with a counselor as soon as possible. Examples of emergencies are recent suicidal thoughts, recent sexual assault, homicidal thoughts, the death of a friend or loved one, having unusual experiences such as hearing voices or seeing things other people do not, and other similar events.

BOONE AREA - Emergencies After Hours and Weekends

If you are in the Boone area the Counseling Center offers after-hours emergency coverage. Call the Counseling Center at [828-262-3180](tel:828-262-3180) and select the option to speak with the counselor on call. You may also call Daymark Recovery Services at [\(828\) 264-4357](tel:828-264-4357) for mental health crises.

OTHER AREAS - Emergencies

If you are outside of the Boone area, please call the National Suicide Prevention Lifeline (1-800-273-8255), call 911, or consider contacting the appropriate emergency resource listed below..

POPULATION SERVED	AGENCY	WEBSITE	PHONE #
All	National Suicide Prevention Lifeline	www.suicidepreventionlifeline.org <i>(Features services via online chat)</i>	1(800) 273-8255 <i>Hard of hearing TTY:</i> (800) 799-4889
Survivors of domestic & sexual violence	OASIS (Opposing Abuse with Service, Information, and Shelter)	www.oasisinc.org	24/7 crisis: (828) 262-5035 <i>Office: (828) 264-1532</i>
Trans/gender identity concerns	Trans Lifeline	www.translifeline.org	(877) 565-8860
LGBTQ+ Youth	The Trevor Project	www.thetrevorproject.org <i>(Features services via online chat)</i>	1(800) 488-7386 <i>Text "Trevor" to</i> <i>1(202) 304-1200</i> <i>Mon-Fri, 3PM-10PM</i>
Veterans	Veterans Crisis Line	www.veteranscrisisline.net	1-800-273-8255 <i>(Press "1")</i> <i>Text: 838255</i>