



Nourish The Heart Counseling
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Telehealth Emergency Guidelines

While working with telehealth can be a very convenient situation, and something that makes therapy much more available to individuals, it also comes with some risks. If you were to see someone in their office and you were to have a crisis/emergency the therapist would call 911, it will be routed to the closest station and you could expect to receive emergency services fairly quickly. If you are working with telehealth, the therapist may be a few blocks away from you, or several hours away from you. Therefore, in an emergency situation, calling 911 would take too much time and could make a life-threatening situation fatal. It, therefore, becomes important to have a plan in place to make sure that you are as safe as possible while working with your therapist. The following items are some measures we can take to make sure that we can get you help in a reasonable amount of time in an emergency situation.

1. Identify an emergency contact. Often when identifying an emergency contact, we put down a family member or someone close to us. While this is fine in most situations, in a telehealth situation, this should be someone physically close to you, i.e., a neighbor, a friend who doesn't live too far away, or a family member if they are geographically close. Remember, the goal of identifying this contact is to have someone whom your therapist can call who can get to you quickly.
2. Alerting the emergency contact. Now that you have identified an emergency contact person, it will be important to alert them that you have identified them as your emergency contact and provide them with your therapist's phone number (ideally have them save the number in their phone). This way, if there is a crisis a situation and your therapist calls, your emergency contact will know it is them and will answer the phone.
3. Identify the closest police station/emergency services. If your therapist calls 911, the call will be routed to their location and your therapist could waste precious time attempting to explain what is going on and getting routed to the appropriate location. Therefore, you must provide your therapist with the contact information for the closest police station or emergency services. Your therapist will ask you your location at the beginning of every session, if your location has changed, it will be important for you to know the information about where you CURRENTLY are. For instance, you have been having telehealth sessions in your home for the past several months and have provided your therapist with the appropriate information and numbers. You are visiting your sister, who lives several hours away, and you have decided to continue your therapy while you are there. A crisis happens, and your therapist calls the information you have previously provided and does not realize that you are not in your normal location. This has wasted time and put you in danger or not getting help quickly. Please, make sure that you have updated your therapist to both your location and your emergency information.



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Emergency Contact: _____ Phone Number: _____ Relationship: _____
Local Police Station: _____ Phone Number: _____
Local Hospital: _____ Phone Number: _____

_____ (initial) I certify that I have alerted my emergency contact that they have been identified as my emergency contact.

_____ (initial) I certify that I have looked up and verified the information for the closest police department and the closest hospital.

_____ (initial) I will inform my therapist if I change my location and I will provide my therapist with the most updated information regarding emergency services.

By signing this form, I agree that I understand the information presented and will abide by the emergency situation guidelines that have been laid out.

Name (please print)	Signature	Date
Client guardian name (please print)	Signature	Date
