

Crisis Procedures for Outpatient Telehealth

- a. At start of session, therapist will ask for a visual and location of client. The therapist will note the location (obtain address if not at home) and document client location if different then their primary residence noted in Procentive.
- b. If there is a self-harm concern and the therapist is unable to resolve the concern then the therapist will contact the clients emergency contact person to have a three way conversation. The therapist will stay with the client until they get the emergency contact on the call.
- c. If emergency contact cannot be reached, or concerns persist, then a wellness check request is made to the police. If the therapist fears imminent harm, they will call 911 with the client’s location.
- d. If the client disconnects –the therapist will call the emergency contact and if fearing imminent harm call 911 with client’s location.
- e. The therapist will contact their manager within 24 hours and consult about the safety concern and what steps were taken. If unable to reach the manager they will contact another manager or supervisor. Clinical Trainees must contact their supervisor as soon as it is safe to do so. If the clinical supervisor is not available, another manger or licensed mental health professional must be reached for consultation as soon as it is safe and feasible to do so.
- f. Therapist will ensure that all clients are given crisis resources (County Crisis Lines, local hospitals, 911) if the client is experiencing safety concerns between sessions.

CLIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**Northeast Youth and Family Services - Shoreview**  
3490 Lexington Avenue North, suite 205  
Shoreview MN 55126  
Phone: 651-486-3808 FAX: 651-486-3858

**Northeast Youth and Family Services - White Bear Lake**  
1280 North Birch Lake Boulevard  
White Bear Lake MN 55110  
Phone: 651-429-8544 FAX: 651-407-5301