

# Transcend Behavioral Health Phone Coaching Agreement

You may call for phone coaching when you need help with skills.

Reasons a client might call:

- Practice effective ways of asking for help.
- Generalize skills to everyday life.
- Repair relationship with therapist.
- Celebrate successful use of skills

What to expect from phone coaching calls:

- Calls are brief. After a brief description of the current situation, tell me the skills you have tried. I will suggest other skills that might help.
- Be willing to receive coaching when you call.
- Calls will be returned only if you leave a voicemail message.
- Phone coaching is meant to assist you in getting through a crisis using effective behaviors, not for resolving the crisis itself.
- Be willing to contract for safety by using skills. If you cannot contract for safety, I will have to take action to keep you safe. This may include: contacting your emergency contact, calling 911, and/or communicating with your treating psychiatrist.

\*\*24-Hour rule:

- Phone coaching calls are effective if used prior to harming yourself. Therefore, if you have already harmed yourself, you must refrain from calling for coaching for 24 hours from the time you harmed yourself.

- If you do call during the 24-hour period following self-harming behaviors, you will be instructed to contact other resources; and the call will end.
- You may and should all attend scheduled appointments, even during these 24 hours.

### Privacy Concerns

- Contact outside of the therapy or group session involves some risk to your confidentiality, as the use of cell phones, email, voicemail, texts are not secure forms of communication.
- I am not able to completely assure any information that you leave in my personal voicemail box, text message, or email can be completely protected, as there is no fool-proof way to secure these communications.
- I am committed to protecting your personal information to the best of my ability but want you to understand the limits of my power to do so.

### Limits for Phone Coaching

I may be available for coaching calls everyday between the hours of 7:00AM and 9:00 P.M. \*\*\*

Please contact me by calling/texting # 917-442-7592.

I will try my best to return your call within an hour, however depending on life circumstances it may end up being longer than that. I make every effort to respond within the same day of your call.

\*\*\* “Real Life Limits” – due to unforeseen circumstances I may not always be available/be able to be reached, may not have cell phone service, may not receive a text/voicemail/missed call, etc. In these circumstances, this is not a reason to engage in suicidal, self-injury or target behaviors – instead, please continue to use skills and/or call your psychiatrist or 911.

I commit that I will practice these skills while waiting for you to return a call for coaching.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Informed Consent and Commitment

I understand and agree to the guidelines written above for phone coaching and the limits of my therapist. If phone coaching becomes therapy interfering at any time, the therapist and the client may modify phone coaching guidelines. I am aware of the limitations of privacy that occur while using phone coaching, have discussed any concerns I have with my therapist, and agree to use phone coaching to help me achieve my treatment and life goals.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist Signature

\_\_\_\_\_  
Date