



EMERGENCY & CRISIS POLICY

Your Safety Matters | Know What to Do | We're Here to Support You

1 IMPORTANT INFORMATION

Horizon Mental Health & Wellness PLLC is not an emergency service. Routine voicemail, email, text, and portal messages are not continuously monitored. If you are in immediate danger or experiencing a medical or psychiatric emergency, call 911 or go to the nearest emergency department. In the U.S., call or text 988.

2 WHEN TO SEEK URGENT / EMERGENCY HELP

- ☐ Current intent or plan to seriously harm yourself
- ☐ Current intent or plan to seriously harm another person
- ☐ Severe medication reaction or overdose
- ☐ Severe intoxication or dangerous withdrawal
- ☐ Severe confusion/agitation or inability to care for yourself
- ☐ Any other immediate danger

3 TELEHEALTH SAFETY

At telehealth visits, Horizon may confirm your current physical location, callback number, and emergency contact.

Usual Telehealth Location / State: _____

Best Callback Number: _____

4 EMERGENCY CONTACT

Name: _____

Relationship: _____

Phone: _____

City / State: _____

5 PERSONAL SAFETY INFORMATION

Nearest emergency department / preferred facility: _____

Support person(s): _____

Other safety information: _____

6 PATIENT ACKNOWLEDGMENT

Patient Name: _____

Signature: _____

Date: _____