

## Protocol for Follow-up services

### **Re-Check-up Call:**

- In situations that caller requests a follow up or seems receptive
- Can be with the original provider or another
- Check-in calls should be short lived (if more than 3 refer to more formal services)

#### **Option 1**

Can be scheduled directly through provider and caller

Provider enters on their schedule as a “yellow” Follow up call

If appears will be more than 1 follow-up, pass to Formal Services (below)

#### **Option 2**

Caller can return to the schedule like and make another appointment

### **Formal Services (therapy/short term resiliency treatment):**

- Services are provided by clinician(s) & clinical interns
- Currently offering 5 free sessions by Zoom or phone
- All services follow professional confidentiality guidelines
- No names released to anyone.

Option 1:

Provide information to caller

[info@mhcounselors.com](mailto:info@mhcounselors.com)

347-292-1811

Mhcounselors.com