



Comprehensive Therapeutic Services

Comprehensive Family Services PLLC

TextCounseling Consent Form



Comprehensive Therapeutic Services

TextCounseling Terms and Conditions

The terms below govern and apply to your access and use of the communication platform, TextCounseling, provided by Comprehensive Therapeutic Services (CTS). Please review these terms carefully prior to engaging in services.

CTS TextCounseling service is performed by independent providers who work directly with you. These counselors are not employees of CTS, and CTS does not oversee them professionally. While the service may have similar benefits to face-to-face psychotherapy, it is not a sufficient substitute. Please note that your counselor will not be able to make an official diagnosis, fulfill any court order, or prescribe medication.

Information or advice you receive through CTS TextCounseling should not replace or overrule care you receive from your doctor, or any other licensed, qualified professional. CTS TextCounseling should not result in an avoidance or delay of seeking professional care elsewhere.

CTS TextCounseling is not the right solution for you if any of the following is true:

- You have thoughts of hurting yourself, or others
- You are actively suicidal
- You are a minor or you are under the care of a legal guardian
- You are in an urgent crisis or an emergency situation
- You have been diagnosed with a severe mental illness, or you have been advised to receive psychiatric treatment
- You are in a physically abusive relationship, or are concerned for your safety in the relationship
- You do not have a device that can connect to the Internet, or you do not have reliable Internet connection

CTS uses PremiumChat app for TextCounseling service delivery. The app developers are solely responsible for the compliance and fitness for purpose of their apps and content. CTS is not a creator, owner, editor, manager, or provider of the app and digital tools (or any information and content contained therein).

Users must exercise their own skill and judgement when using the apps and digital tools. Users acknowledge that CTS has no liability for any damage or loss howsoever caused (including damage and loss caused by (but not limited to) any errors, loss of data, inaccuracies or omissions in any information, advice, instructions, content or scripts provided to users independently of the apps and digital tools or contained within the apps and digital tools themselves).

If, at any point in time, you are experiencing an emergency, please visit your nearest emergency room or call 911 immediately.



Comprehensive Therapeutic Services (CTS)

TextCounseling Service

Client Acknowledgment and Consent

I HEREBY RELEASE CTS AND AGREE TO HOLD CTS HARMLESS FROM ALL CLAIMS OF ANY NATURE RESULTING FROM THE TEXTCOUNSELING SERVICES OR THE PLATFORM, INCLUDING (WITHOUT LIMITATION) ANY ACT, OMISSION, OPINION, RESPONSE, ADVICE, SUGGESTION, INFORMATION AND/OR SERVICE OF ANY COUNSELOR AND/OR ANY OTHER CONTENT OR INFORMATION ACCESSIBLE THROUGH THE PLATFORM.

I UNDERSTAND, AGREE, AND ACKNOWLEDGE THAT CTS SHALL NOT BE LIABLE TO ME OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES.

I UNDERSTAND, AGREE AND ACKNOWLEDGE THAT CTS MAY MODIFY, SUSPEND, DISRUPT OR DISCONTINUE THE SERVICE AT ANY TIME WITH OR WITHOUT NOTICE.

I AGREE AND ACKNOWLEDGE THAT CTS WILL NOT BE LIABLE FOR ANY OF THE AFOREMENTIONED ACTIONS OR FOR ANY LOSSES OR DAMAGES THAT ARE CAUSED BY ANY OF THE AFOREMENTIONED ACTIONS.

I UNDERSTAND AND AGREE CTS CANNOT GUARANTEE THAT ACCESS TO THE PLATFORM WILL BE UNINTERRUPTED OR THAT IT WILL BE ACCESSIBLE, CONSISTENT, TIMELY OR ERROR-FREE AT ALL TIMES.

Fees and Payment

I UNDERSTAND AND AGREE THAT I AM RESPONSIBLE FOR PAYMENT OF FEES TO CTS FOR PROVIDING TEXTCOUNSELING SERVICE.

I AUTHORIZE CTS TO CHARGE MY CREDIT CARD FOR TEXTCOUNSELING SERVICES PROVIDED TO ME.

Client Printed Name:

Client Signature:

Date (DD/MM/YYYY):

