

Netcare Crisis Chat Terms of Use

Netcare's Live Crisis Chat is a confidential service that you can use anonymously. Please note that if Netcare determines there are safety concerns, we may ask for more information to identify you, and may provide this information to public safety workers, like police or an emergency medical team, so they can make sure everyone stays safe.

Please read the following before using this service. By accessing Netcare Access Live Crisis Chat you agree to the Terms of Use and Privacy/Security statement described herein. If you don't agree to the terms, you may not use this service.

Modification of the Terms of Use

The Terms of Use and Privacy Statement may be modified from time to time. Any changes will be effective immediately upon posting. Each time you access this service you will be presented with the current terms, conditions and privacy statement for acceptance. You must agree to the modified terms to use this service.

Nature and Use of Information Provided through This Service

Your participation in Netcare Access chat does not constitute mental health care or treatment and does not constitute an attorney-client relationship, a therapist-patient relationship or any other sort of confidential relationship. This service is not a substitute for professional health care. If you believe you are experiencing a medical emergency, call your doctor or 911 immediately. Frequently, Netcare will request for the conversation to be held over the telephone instead of the Live Crisis Chat, such as when collecting unique identifying information about you or the client is necessary to facilitate treatment. In these cases, Netcare may initiate a medical record and/or make entries in a medical record, beginning the therapist-patient relationship.

Netcare Access and any of its employees, volunteers or agents are not responsible for any decisions, or results of the decisions that you make while, as a result of, or after participating in Netcare Access Chat or SMS texting. This includes whether you choose to seek or not seek professional care, or to modify or terminate specific treatment that you are currently receiving based on the information provided by this service. You assume all risk for use of this service. This service is provided on an "as is" basis and "as available" basis.

Privacy and Security

We use standard security controls including encryption to protect your information. Despite these protections, the Internet remains an imperfectly secure environment, and you use this service and submit information at your own risk. To understand what information we collect, why we collect it, and what we do with it, please read our **Privacy Policy** and **Notice of Privacy Practices** linked on our website.