

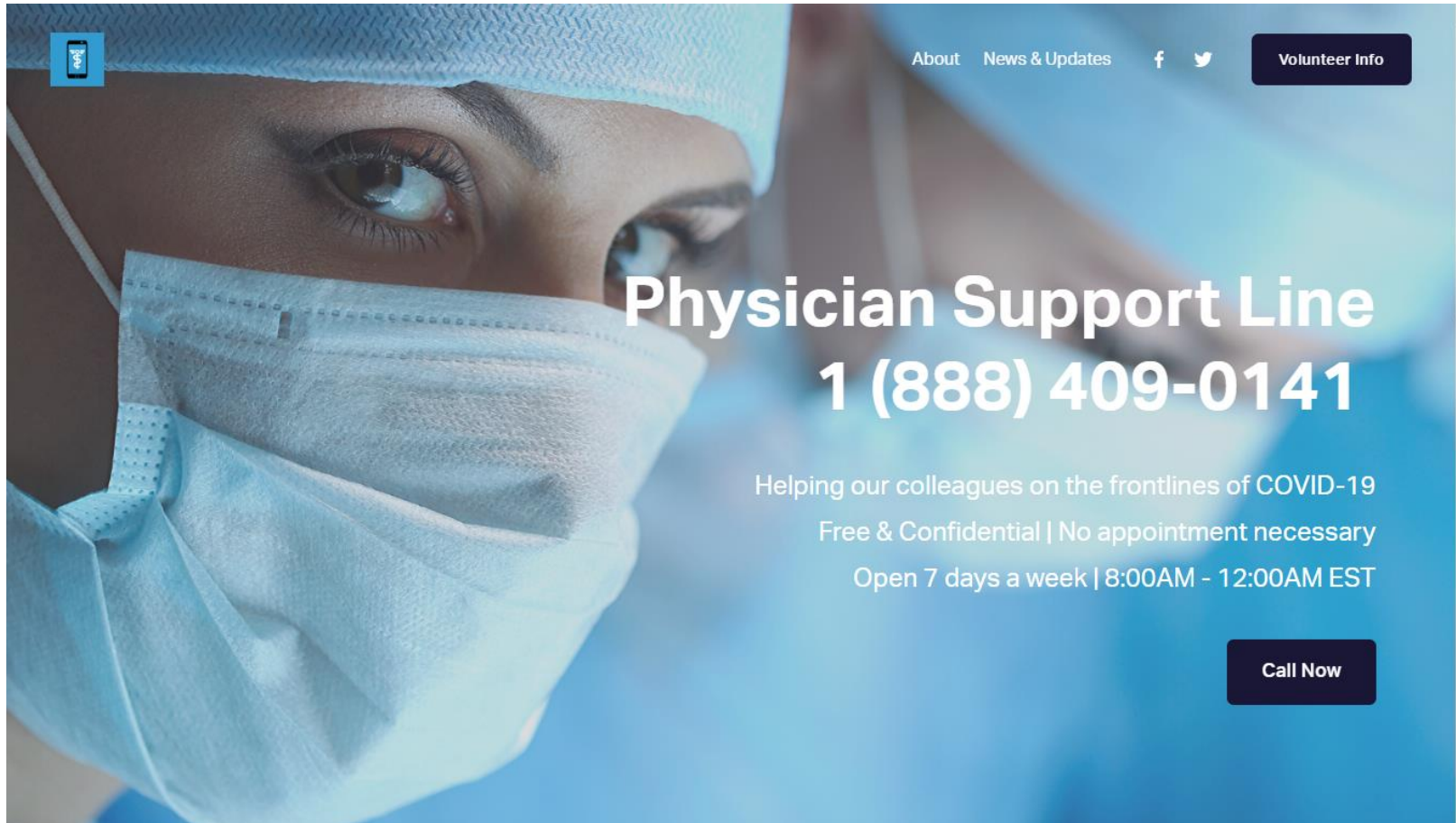


# Physician Support Line

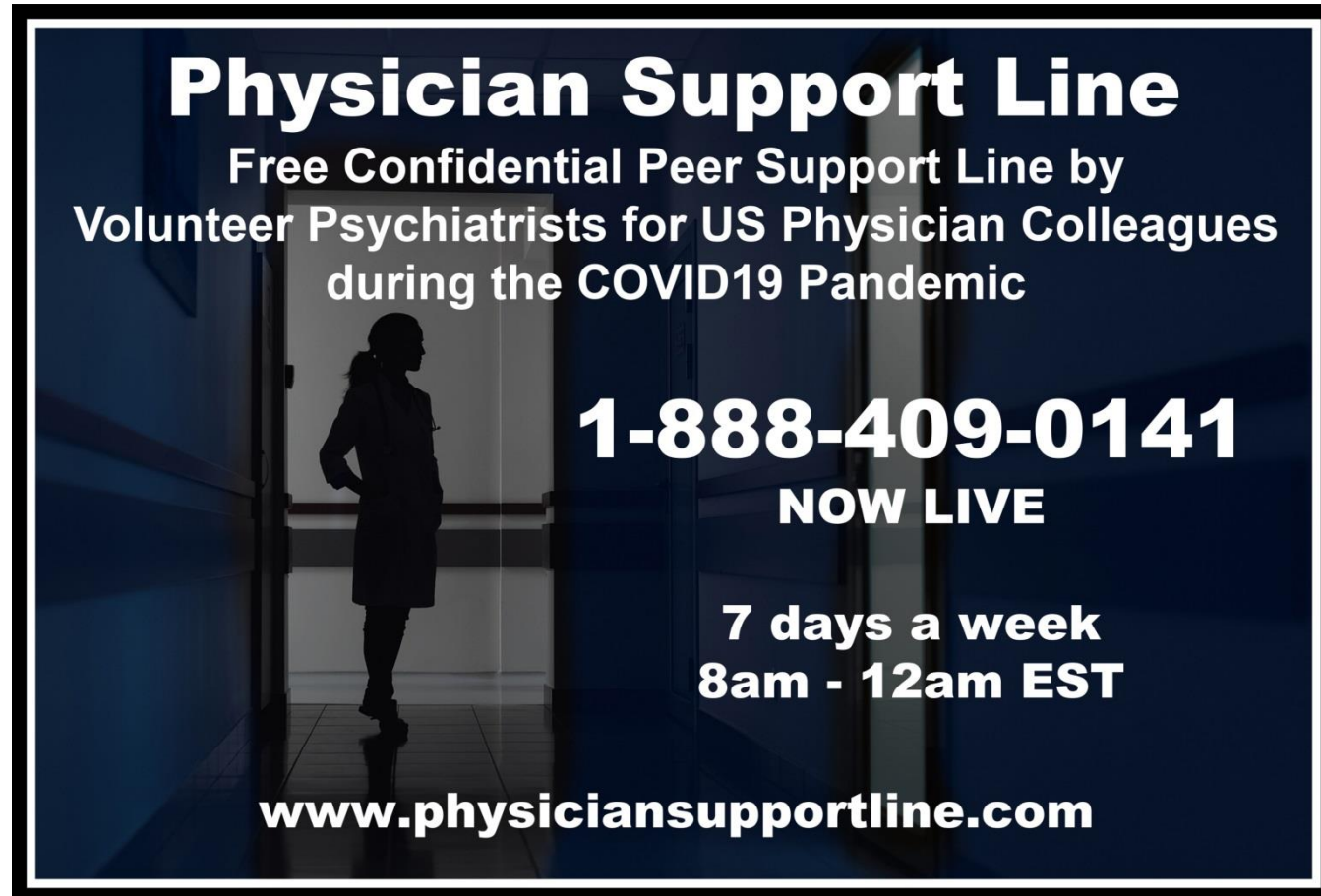
A national grass-roots initiative for physicians navigating  
the covid-19 pandemic

Smita Gautam, M.D.

website: [www.physiciansupportline.com](http://www.physiciansupportline.com)



# Infographic

The infographic features a dark blue background with a white border. On the left side, there is a silhouette of a person in a white lab coat standing in a brightly lit doorway, looking out. The text is in white, bold, sans-serif font. The main title 'Physician Support Line' is at the top. Below it, a subtitle describes the service as a free confidential peer support line by volunteer psychiatrists for US physician colleagues during the COVID-19 pandemic. The phone number '1-888-409-0141' is prominently displayed in the center-right, followed by 'NOW LIVE'. Below that, the hours '7 days a week' and '8am - 12am EST' are listed. At the bottom, the website 'www.physiciansupportline.com' is provided.

**Physician Support Line**

Free Confidential Peer Support Line by  
Volunteer Psychiatrists for US Physician Colleagues  
during the COVID19 Pandemic

**1-888-409-0141**  
**NOW LIVE**

**7 days a week**  
**8am - 12am EST**

**[www.physiciansupportline.com](http://www.physiciansupportline.com)**

# What is this?

- Grass-roots movement
- Not associated with any organization/system/institution
- All internal and external services are pro-bono
- Volunteers are attending level licensed Psychiatrists
- Callers are physicians navigating covid-19 pandemic
- Steering committee consists of 5 psychiatrists

# What is offered?

- Safe emotional space/holding space
- Live psychological crisis intervention using de-escalation, breathing, grounding techniques.
- Further resources: list of mind-body workshops, list of therapists and psychiatrists, local resources.
- In case of active suicidal ideations- we have protocols.
  - ‘attempt’ to connect the caller with local law enforcement and do a “soft hand off.” We have a protocol for that in policies and procedures

# What is not offered?

- Recommendation on medications or supplements
- Doctor-patient relationship
- Therapist- client relationship

# Legal

- A reputed law firm is giving pro-bono services
- Policies and procedures have been created
- Laws referenced:- CARES act, Good Samaritan HCW
- “Standardization” of protocol is important.
- Malpractice coverage is not required for the volunteers

# Technology platform

- Telzio: Hipaa Compliant cloud based phone system
- G Suite: for internal communications
- Website: developed by pro-bono work

# How this works:

- Caller calls the hotline
- On the volunteer end- 2 volunteers login into Telzio app and the call is routed to them.
- Volunteer shifts are 1 hour each: from 8 am to midnight. EST
- A live google document “sign-up” sheet is shared with volunteers for shifts to be picked up.
- As of 4.9.2020 volunteer count is 527

# Educational activities for volunteers:

- Lectures on disaster/crisis interventions by following experts:
  - Kay Levine- PhD – Red Cross
  - Yong-Tong Li, MD – U Penn; on topgun wuhan team.
  - Allen Miller, PhD – Director of CBT services at Beck's Institute
  - James Gordon, M.D- Founder of Center for Mind Body medicine
- Debriefing:
  - Once a week within volunteers. Moderated by steering committee.

# Steering Committee:

- Mona Masood MD - Founder & Chief Organizer
- Pu Cheng, MD - Co-Founder & Educational coordinator
- Smita Gautam, MD - Co-Founder & Volunteer Coordinator
- Allison Cotton, MD - Co-founder & Advertising/ PR coordinator
- Suzan Song, MD - Co-founder & Legal/Ethical coordinator

# Steering committee..



# Contact us:

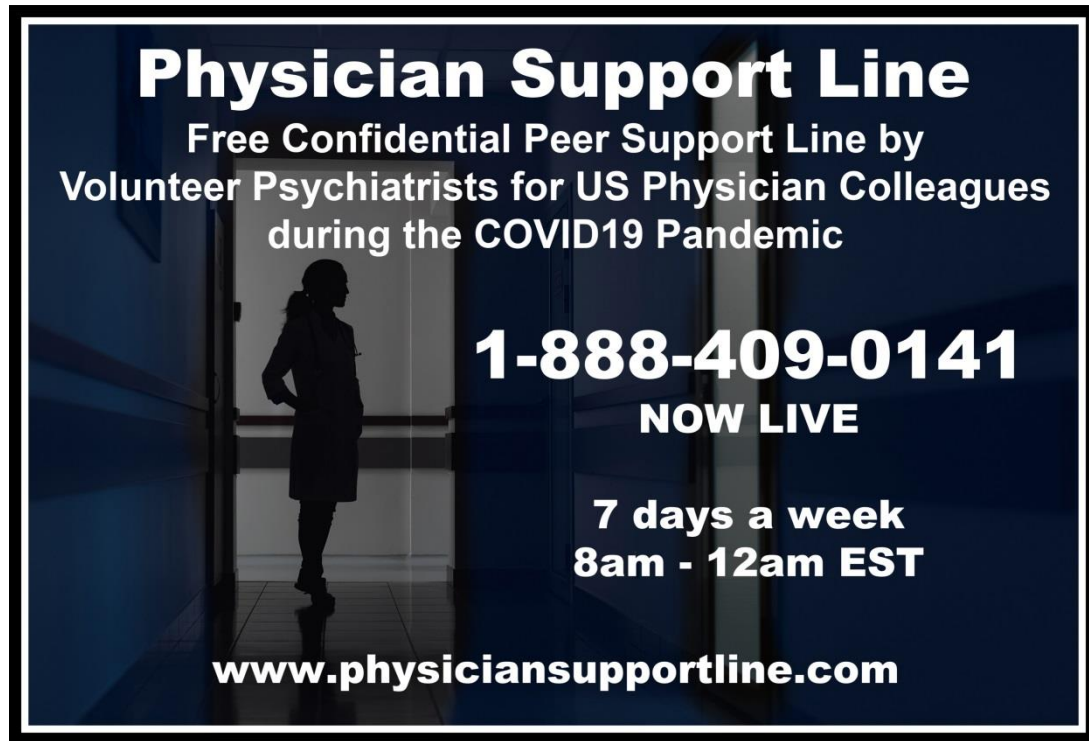
email:

- [admin@physiciansupportline.com](mailto:admin@physiciansupportline.com)

Visit:

- [www.physiciansupportline.com](http://www.physiciansupportline.com)

# Spread the word..

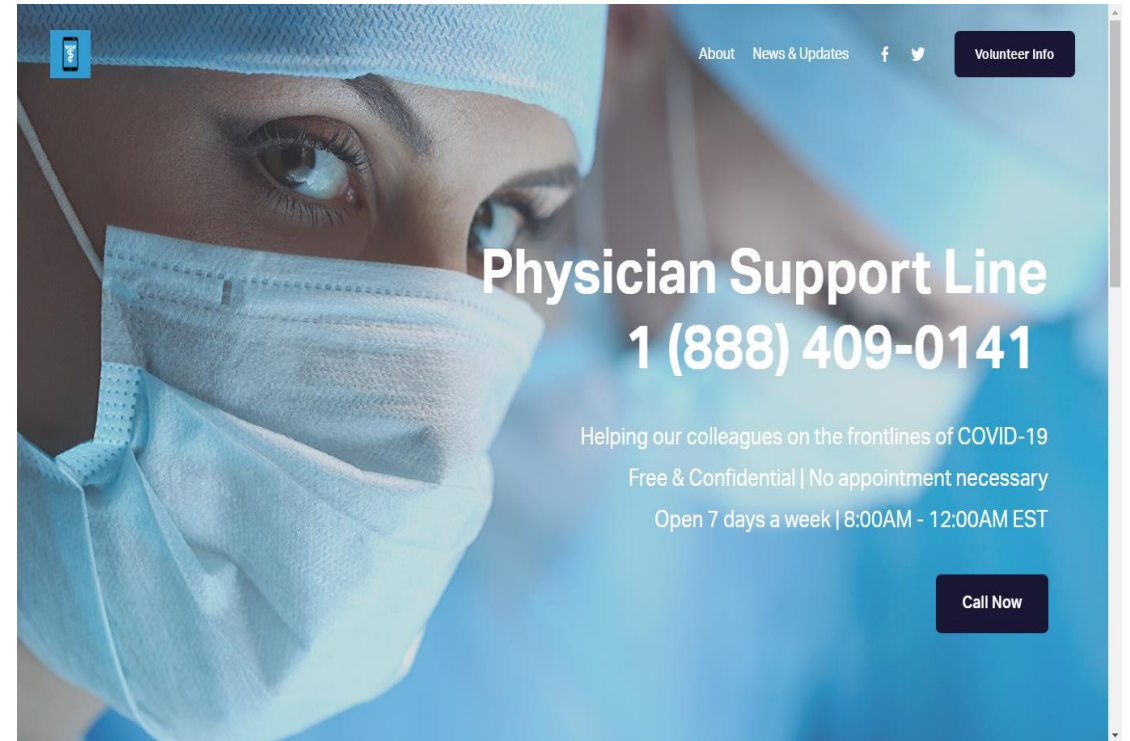
A dark blue rectangular graphic with a white border. On the left, there is a silhouette of a person in a white lab coat standing in a brightly lit hospital hallway. The rest of the graphic contains white text.

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A website banner featuring a close-up of a healthcare worker wearing a blue surgical cap and a white face mask, with only their eyes visible. The background is a soft blue.

[About](#) [News & Updates](#) [f](#) [t](#) [Volunteer Info](#)

**Physician Support Line**  
**1 (888) 409-0141**

Helping our colleagues on the frontlines of COVID-19  
Free & Confidential | No appointment necessary  
Open 7 days a week | 8:00AM - 12:00AM EST

[Call Now](#)