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| |  | | --- | | The University of Memphis - The University of Memphis | | How it Works  The SMART Center provides clients a virtual alternative to "face-to-face” sessions via online counseling and psychotherapy services. Services are provided in English and Spanish, and offered as weekly 30-45-minute counseling appointment over an 8–12-week (length of services are determined on an individual basis) process.  The therapy provider and client connect from separate locations via a computer, laptop, tablet, or smartphone. Clients can join their virtual sessions from a private location such as their home or in professionally supervised offices called “tele-suites.” The SMART Center will work with you to determine the best set-up for your sessions and programming. The SMART Center uses a sophisticated yet easy-to-use videoconferencing platform that meets all HIPAA and federal security guidelines. Clients need access to a device with a web camera, mic and speakers, and reliable Internet connection.  Prior to starting any service delivery, our SMART Center team will connect to provide an overview of services, discuss roles and expectations, gather intake paperwork, and obtain necessary informed consent/ assent from the youth and the caregiver. Parental permission is required for all services provided to children and youth under the age of 18 in the state of Tennessee. Scan the QR code to start the intake form for services: | |  | |  | |  | |  | | --- | | Hours of operationOur current operation hours are Monday-Friday 9:00am-7:00pm and some Saturday’s 10:00am-3:00pm.Services offeredINDIVIDUAL THERAPYCONSULTATION AND GROUP THERAPYFACULTY DIRECTOR:DR. SUSAN ELSWICK LCSW, LSSW, RPT-S, IMH-E- IS AN ASSOCIATE PROFESSOR OF SOCIAL WORK, FACULTY DIRECTOR OF IIMPACT, AND DIRECTOR OF SMART CENTER AT THE UNIVERSITY OF MEMPHIS | |  | | Contact Phone: 901.678.1636 Email: SMARTCenter@memphis.edu  https://www.memphis.edu/smartcenter**/** | |