



Frequently Asked Questions about Calling

Why can I call? The Lifeline Network answers thousands of calls from people in emotional distress.

There are many reasons for their calls. Please call for any of the following reasons:

- Suicidal thoughts
- Information on suicide
- Information on mental health/illness
- Substance abuse/addiction
- To help a friend or loved one
- Relationship problems
- Abuse/violence
- Economic problems
- Sexual orientation issues
- Physical illness
- Loneliness
- Family problems

Who should call?

- Anyone who feels sad, hopeless, or suicidal.
- Family and friends who are concerned about a loved one.
- Anyone interested in mental health treatment and service referrals.

Who and where am I calling?

When you dial **1-800-273-TALK**, you are calling the crisis center in the Lifeline network closest to your location.

- Lifeline's service is free and confidential.
- The hotline is staffed by trained counselors.
- We are available 24 hours a day, 7 days a week.
- We have information about mental health services in your area that can help you.

What will happen when I call?

- You will hear a message saying you have reached the National Suicide Prevention Lifeline.
- You will hear hold music while your call is being routed.
- You will be helped by a trained crisis worker.
- You will be given mental health services referrals if needed.

How can I call?

- Dial 1-800-273-TALK (8255).
- If you are a TTY user, please use our TTY number: 1-800-799-4TTY (4889).