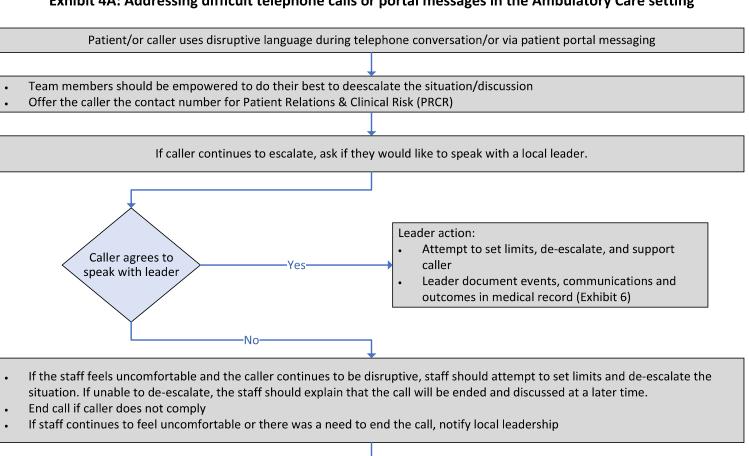
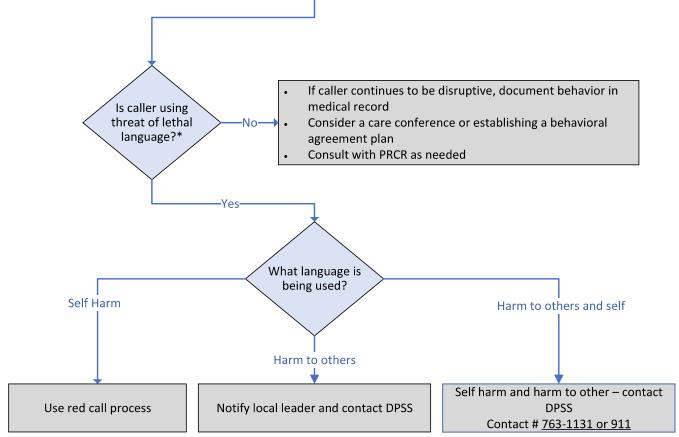
Exhibit 4A: Addressing difficult telephone calls or portal messages in the Ambulatory Care setting





*statements of harming self, or harming others