



## How to Request Anonymous Support

The [CLF HelpLine](#) is **confidential**. However, individuals with privacy concerns are welcome to request support anonymously via email at [help@concussionfoundation.org](mailto:help@concussionfoundation.org). While our team can offer better options with more information, you do not need to share personally identifiable information to receive basic recommendations. We request the information below because it is most relevant to match resources with your needs.

### **For best results, please include:**

- 1. Reason**
  - A basic statement of your reason for reaching out, such as “finding doctors”
- 2. Symptoms**
  - The cognitive or mental health concerns you are experiencing
- 3. Last Brain Injury**
  - How long it has been since your last concussion or brain injury, if known. This may include diagnosed or undiagnosed injuries (i.e., “getting your bell rung”)
- 4. RHI Exposure**
  - Estimated number of years of exposure to repeat head impacts (RHI), such as contact sports, military, occupational hazard, specialty units or similar
- 5. Age**
  - Some clinics have age minimums or maximums
- 6. Injury Source**
  - The occupation or activity in which you sustained head trauma
- 7. Locale**
  - The City, State, and/or general location for which you would like medical provider, mental health provider, or resource recommendations

### **Example Email:**

**To:** [help@concussionfoundation.org](mailto:help@concussionfoundation.org)

**From:** Your email (can be a “burner” or single-use account)

**Subject:** Request for Support

**Body:**

Hello,

I would like to request anonymous help finding healthcare providers for concussion symptoms.

I sustained a concussion (undiagnosed) 4 months ago working as a law enforcement officer. I'm experiencing headaches, memory issues, and difficulty controlling my emotions. I played tackle football for 8 years and have been exposed to repeat head impacts in the line of duty and during use of force trainings for 15 years. I am 45 years old. Please send recommendations for neurologists and mental health counselors in the Austin, Texas region.

Thank you.