

How it works:

First, text the word "question" to TISH from your mobile phone. Once you receive a response from TISH, go ahead and ask your question.

How it doesn't work:

TISH is only a text messaging service, not a phone number you can call. If the situation you need answers to is really complex or detailed, we'd encourage you to make an appointment in the clinic to talk with one of our clinicians so they can help you figure it out. If you need an appointment, call 303-232-6301. Or, if it's an emergency, call 911.

How soon can I expect an answer to my question?:

You can expect a response to your text usually the same day it's sent, or the next day if you sent it at night. If you sent something over the weekend or on a holiday, you'll get a response the next day the clinic is open. Keep in mind that answers are only given during regular business hours. Monday-Friday 9am-5pm. You can send your text anytime.

What can I ask questions about?:

Anything pertaining to sexual or reproductive health. birth control, sexually transmitted infections, HIV, how the clinic works, preventing pregnancy, condom use, abstinence.

Who answers these questions, anyway?:

Public Health Nurses who work in the family planning clinic.

Is my information confidential?:

Yes. JCPH complies with medical privacy laws. Read more [here](#).

Does it cost money to use TISH?:

Standard messaging rates for your mobile phone plan apply.

And some legal stuff:

Go Ask TISH is not designed to and does not provide medical advice, professional diagnosis, opinion, treatment or services to you or to any other individual. Go Ask TISH provides general information for educational purposes only. The information provided is not a substitute for medical or professional care, and you should not use the information in place of a visit, call consultation or the advice of your physician or other healthcare provider. Jefferson County Public Health is not liable or responsible for any advice, course of treatment, diagnosis or any other information, services or product you obtain through Go Ask TISH. If you disclose abuse, rape, incest, or neglect, your text will be reported to appropriate authorities. By using Go Ask TISH, you are agreeing to receiving text messages from Jefferson County Public Health. Jefferson County Public Health reserves the right, at their sole discretion, to block any user who is misusing or abusing this service.