

**Nancy Culhane, LMFT**

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**Communications Policy**

**Contacting Me**

Your confidentiality is vital to the work we do, both in my office and out of it. Many modern methods of communication have poor privacy, and I strive to balance your confidentiality with our need to contact each other as easily and comfortably as possible.

When you need to contact me for any reason, please call me by telephone at (415) 903-5252. You can leave messages on my confidential voicemail, but please be aware that voicemail messages are of limited length. Please do not text me at this phone number as it is a VOIP and does not receive texts.

**Response Time**

I may not be able to respond to your messages and/or calls immediately. For voicemails and other messages, I will get back to you within one business day (weekends are excepted from this timeframe.) I may occasionally reply more quickly than that, or I may reply on weekends, but please be aware that I am not always able to do so.

I do not use texting as a way to communicate with clients.

Regular email is neither secure nor reliably confidential. If you prefer email over the telephone, please use my secure Hushmail system. **I ask that you limit information in your email messages to logistical details only. Please do not send your personal health information via regular electronic mail.** As an alternative to regular email, I use an encrypted Hushmail system, which will prompt you to create a regular ongoing password to use when we communicate.

If you need to send me a file such as intake forms, a PDF or other digital document, please use the Hushmail system.

Please refrain from contacting me with any social media messaging systems such as Facebook, Facebook Messenger, LinkedIn or Twitter. These methods have very poor security, and I am not prepared to watch them closely for important messages from clients. It is important that we communicate and keep a confidential space that is vital to therapy. **Please speak with me about any concerns you have regarding my preferred communication methods.**

If I anticipate that I will be unable to reply to your messages for some reason, such as during a trip out of town or out of cellular or internet range, I will take steps to inform you beforehand.

**Emergency Contact**

If you are ever experiencing an emergency, including a mental health crisis, please call 911 or the local County Mental Health Crisis Hotline. In Marin County, California, this emergency number is: 415- 499-1100. If you need to contact me about an emergency, phone contact is best: 415-903-5252.

**Disclosure Regarding Third-Party Access to Communications**

Please know that if we use electronic communications methods, such as email, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, access is more likely than in others.

Of special consideration are work and school email addresses. If you use your work or school email to communicate with me, your employer or school officials may access our email communications. There may be similar issues involved in email accounts associated with other organizations with whom you are affiliated.

Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or messages. Please take a moment to contemplate the risks involved if any of these people were to access the messages we exchange with each other.