



COMMUNICATIONS POLICY

Communication by Email and Other Non-Secure Means

Our emails at Relationship Insights are not encrypted. Because of this, we cannot guarantee confidentiality of email communication. If you choose to communicate confidential information with the therapists at Relationship Insights Therapy & Coaching via email you do so at your own risk. We will assume that you have made an informed decision and we will view it as your agreement to take the risk that this poses.

It may become useful during the course of treatment to communicate by email or other electronic methods of communication. Please be informed that these methods, in their typical form, are not confidential means of communication.

If you use these methods to communicate with your therapist, there is a reasonable chance that a third party may be able to intercept and eavesdrop on those messages.

The kinds of parties that may intercept these messages include, but are not limited to:

- People in your home or other environments who can access your phone, computer, or other devices that you use to read and write messages
- Your employer, if you use your work email to communicate with your therapist
- Unsecured internet in public places such as coffee shops, libraries, and bookstores
- Third parties on the Internet such as server administrators and others who monitor Internet traffic

If there are people in your life that you don't want accessing these communications, please talk with your therapist about ways to keep your communications safe and confidential.

Contacting Us

When you need to contact your therapist for any reason, these are the most effective ways to get in touch in a reasonable amount of time:

- By phone: 612-860-8268. You may leave messages on the voicemail. Please do not leave any important health information or private information on voicemail. Though our lines are confidential, telephone companies cannot always guarantee your privacy.
- You may also contact each therapist directly using their direct line.
- By secure messaging in the client portal system by SimplePractice.
- If you decide to use standard email, please know that you do so at your own risk. Standard email is a non secure communication and Relationship Insights cannot protect your privacy if you use it.
- Please refrain from making contact with us using social media messaging systems such as Facebook Messenger, LinkedIn, Instagram, Snapchat or Twitter. These methods have very poor security and we can't watch them closely for important messages from clients.
- Please refrain from using text messaging (SMS). We are not currently able to text (SMS) with clients.

We subscribe to the following services that can allow us to communicate more privately through the use of encryption and other privacy technologies:

Sfax - Secure and HIPAA compliant fax: 888-972-6957

SimplePractice - Secure and HIPAA compliant messaging in the client portal system

****If you need to send a file such as a PDF or other digital document, or any information at all that you want to remain confidential, please send to our secure fax number at 888-972-6957.*****

Texting

Texting is a non-secure form of communication. Please reserve the use of texting for scheduling purposes only, and do not include any private, personal, or personal health information.

Email Privacy Considerations

People with access to your computer, mobile phone, and/or other devices may also have access to your email. Please consider this when sending information via email and don't include any private information.

Work email - If you use your work email to communicate with us, your employer may access our email communications. There may be similar issues involved in school email or other email accounts associated with organizations that you are affiliated with.

If you are concerned about your privacy or security please consider using an anonymous or secure email software instead of standard email that others can access.

Response Time

We may not be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within 48 hours; weekends are excepted from this timeframe. We may occasionally reply more quickly than that or on weekends, but please be aware that this will not always be possible.

Be aware that there may be times when we are unable to receive or respond to messages, such as when out of cellular range or out of town.

Social Media

Due to the importance of your confidentiality and the importance of minimizing dual relationships, the therapists at Relationship Insights do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, Instagram, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Relationship Insights does have a presence on social media in an administration capacity for marketing purposes.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call 911 or the following:

- Crisis Connection 612-379-6363
- HCMC Suicide Hotline 612-873-2222
- Child Protection 612-348-3552
- Domestic Violence Crisis Line 866-223-1111

If you need to contact us about an emergency, the best method is:

- Firstly call 911, or any of the above crisis numbers. Secondly, call us at 612-860-8268.
- If you cannot reach us by phone, please leave a voicemail and then follow up within our secure messaging system. Calls are checked during non-office hours every 24 hours.

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communications methods, such as email, texting, 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, these accesses are more likely than in others.

Please take a moment to contemplate the risks involved if any of these persons were to access the communication we exchange with each other. It is important that we be able to communicate and also keep the confidential space that is vital to therapy. Please speak with us about any concerns you have regarding our communication methods.