

Lynda Phillips, LCMHC. License n. 007554-1  
Cell: 917-692-1459 or 631-470-2138  
Website: [www.Phillipsmentalhealthcounselingpc.com](http://www.Phillipsmentalhealthcounselingpc.com)  
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## **Phillips Mental Health Counseling, P.C**

### **Form # 9: Communications Policy**

#### ***Contacting Me***

When you need to contact [Lynda Phillips](#) for any reason, these are the most efficient ways to get in touch in a reasonable amount of time:

- By Phone Home: 631-470-2138 you may leave messages on the voicemail, which is confidential.
- By secure text message (**Signal APP, encrypted text messaging**. Cell: 917-692-1459
- By secure email (**Hushmail**) [Lynda@Phillipsmentalhealthcounselingpc.com](mailto:Lynda@Phillipsmentalhealthcounselingpc.com)
- By the secure contact page on my website  
[www.Phillipsmentalhealthcounselingpc.com](http://www.Phillipsmentalhealthcounselingpc.com)
- If you want to communicate with me by regular email or standard text message, please read and complete the *Consent for Non-Secure Communications form* included with these office policies as well as consulting with me about the lack of security and confidentiality breaches that may occur. It is not ethically appropriate for me to communicate with you on non-secure servers, such as regular email, texting or video conferencing that is not encrypted. I use Hushmail for email services, what I send you will always be encrypted.

#### **Encrypted technology that I use with clients**

I subscribe to the following services that can allow us to communicate more privately through the use of encryption and other privacy technologies. They are free to download, but each requires some setup before they can be utilized. Please ask if you would like to use any of these services, as I will assist you in downloading them.

- Encrypted email. **Hushmail** [Lynda@Phillipsmentalhealthcounselingpc.com](mailto:Lynda@Phillipsmentalhealthcounselingpc.com)
- Free, secure text messaging. **SIGNAL** Signal/whisper services can be used on a computer or smartphone. You can download it for free in the app store. You can text, call, and video chat with the highest security/encryption on both ends.
- A secure contact page on my website. You can type and send encrypted messages through this page. [www.Phillipsmentalhealthcounselingpc.com](http://www.Phillipsmentalhealthcounselingpc.com)
- A secure “**client portal**,” where we can exchange private messages via my secured website.
- Secure online video chat software. **VSEE**. VSEE is fully encrypted and HIPPA compliant video software. You may download this as well. Video sessions will be conducted through VSEE.

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If you need to send a file such as a PDF or other digital document, *“please send using the secure email service,” my Hushmail“ please send via the secure contact platform on the website. Email: [Lynda@Phillipsmentalhealthcounselingpc.com](mailto:Lynda@Phillipsmentalhealthcounselingpc.com) Website: [www.Phillipsmentalhealthcounselingpc.com](http://www.Phillipsmentalhealthcounselingpc.com)*

Please refrain from making contact with me using social media messaging systems such as Facebook Messenger or Twitter. These methods have no security, and I am not prepared to watch them carefully for important messages from clients.

It is important that we can communicate and also keep the private space that is vital to therapy. Please speak with me about any concerns you have regarding my preferred communication methods.

### ***Response Time***

I may not be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within *the same day*.

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

### ***Emergency Contact***

If you are ever experiencing an emergency, including a mental health crisis, please call

- *National Suicide Prevention Lifeline: 1-800-273-8255 or [www.crisistextline.org](http://www.crisistextline.org) Text 741741*
- *Long Island Suicide and Crisis Hotline: 1-516-679-1111 or [Longislandcrisiscenter.org](http://Longislandcrisiscenter.org)*
- *Your local hospital emergency room or 911.*

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

- By phone Cell: 917-692-1459 and home: 631-470-2138
- If you cannot reach me by phone, please leave a voicemail and then follow up with a secure text message.

Please note that SMS (standard phone text messages) are not designed for emergency contact. SMS text messages occasionally get delayed and on rare occasions may be lost. So, please refrain from using SMS as your sole method of communicating with me in emergencies.

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***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, many technicians and administrators maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others.

Of particular consideration are ***work email*** addresses. If you use your work email to communicate with me, 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. Additionally, people with access to your computer, mobile phone, and other devices may also have access to your email and text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages we exchange with each other.

**Phillips Mental Health Counseling, P.C**

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