



## Communications Policy and Disclosure

### **Contacting Me**

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

- By phone (541-359-7328.) You may leave messages on the voicemail, which is confidential.
- By secure text message (see below for details)
- By secure email (see below for details)
- By the secure contact page on the website ([www.tonydcounseling.com/contact](http://www.tonydcounseling.com/contact)).

If you wish to communicate with me by normal email or normal text message, please inquire about the potential confidentiality risks of doing so. I subscribe to/use the following services that can allow us to communicate more privately through the use of encryption and other privacy technologies. None of them will cost you money, but each requires some setup before they can be used. Please ask if you would like to use any of these services:

- Encrypted email
- Signal - Secure text messaging app. This free service can be used on a smartphone or a computer.
- A secure contact page on my website. You can type and send encrypted messages through this page. ([www.tonydcounseling.com/contact](http://www.tonydcounseling.com/contact))
- VSee - Secure online video chat software. This free service can be used on smartphones, tablets, computers.

If you need to send a file such as a PDF or other digital document please send using encrypted email or secure text messaging. Please refrain from making contact with me using social media messaging systems such as Facebook Messenger, Instagram, Snapchat, 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 are able to communicate and also keep the confidential 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 48 hours (weekends are excepted from this timeframe.) I may occasionally reply more quickly or on weekends, but please be aware that this will not always be possible. 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 need to contact me about an emergency, the best method is by phone (541-359-7328). If you cannot reach me by phone, please leave a voicemail and then follow up with a secure text message. Please note that SMS (normal phone text messages) are not designed for emergency contact. SMS text messages occasionally get delayed and on rare occasions may be lost. Please do not use SMS as your sole method of communicating with me in emergencies.

If you are experiencing an emergency, including a mental health crisis, please call 911 or seek help from one of the following resources:

### **White Bird Crisis Center**

Website: [www.whitebirdclinic.org](http://www.whitebirdclinic.org)  
Location: 341 E 12th Ave. Eugene, OR 97401  
Phone: 541-687-4000  
Toll free: 1-800-422-7558

### **Hourglass Community Crisis Center**

Website: <http://www.columbiacare.org/hourglass-community-crisis-center.html>  
Location: 71 Centennial Loop, Suite A  
Eugene, OR 97401  
Phone: 541-505-8426

### **Sexual Assault Support Services**

Website: <http://sass-lane.org>  
Location: 591 West 19th Avenue (corner of 19th & Jefferson) Eugene, Oregon 97401  
Phone: 541-343-7277  
Toll free: 1-800-788-4727

### **University of Oregon Crisis Line**

Phone: 541-346-3227

### **National Suicide Prevention Lifeline**

Phone: 1-800-273-8255

## **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.

Of special 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 with which you have affiliation. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or 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.

## **Accepted Payment Methods and Possible Risks to Your Confidentiality**

I accept payments in the form of cash, check, and credit/debit cards. I process card payment using *Square Inc.* Please be aware that I have a duty to uphold your confidentiality and thus wish to make sure that your use of *Square Inc.* as a payment method is done as securely and privately as possible. *Square Inc.* provides a HIPAA Business Associate Agreement, which obligates them to protect your private health information data. However, after using *Square Inc.* payment services to pay your fees, that service may send you

receipts for payment by email or text message. These receipts will include my business name and would indicate that you have paid for a therapy session. It is possible the receipt may be sent automatically, without first asking if you wish to receive the receipt. In most cases I am unable to control this and may not be able to control which email address or phone number receives the receipt. Before using *Square Inc.* to pay for your session(s) please think about these questions:

- Which email addresses or phone numbers have you received these kinds of receipts in the past?
- Are any of those addresses or phone numbers provided by your employer or school? If so, the employer or school will most likely be able to view the receipts that are sent to you.
- Are there any other parties with access to these addresses or phone numbers that should not be seeing these receipts? Would there be any danger if such a person discovered them?

In addition to these possible emails or text messages, payments made by credit card will appear on your credit card statement as being made to *Tony de Cordoba Counseling*. Please consider who might have access to your statements before making payments by credit card.

**Client signature indicating you have read, understand, and received a copy of this Communications Policy:**

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**Signature of client**

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**Printed name**

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**Date**