

**Nancy Culhane, LMFT**  
407 San Anselmo Avenue #206 San Anselmo, CA 94960  
Please refer to my Communications Policy for best contact methods

### **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, I prefer phone contact (415-453-5333 ext.\*2) You can leave messages on my confidential voicemail, but be aware that voicemail messages are of limited length.

#### **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 telephone, **I ask that you limit information in your email messages to logistical details only. Please do not send your personal health information via electronic mail.**

If you need to send me a file such as a PDF or other digital document, you can use the secure file upload system on my website. This is also the way to send me your intake form when we have online sessions.

Please refrain from making contact using any social media messaging systems such as Facebook, LinkedIn, Facebook Messenger 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 the confidential space that is vital to therapy. **Please speak with me about any concerns you have regarding my preferred communication methods.**

If I can 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 this number is: (415) 499-1100.

If you need to contact me about an emergency, calling me on the phone is best.

#### **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, these accesses are 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 persons were to access the messages we exchange with each other.