

# Epiphanye Counseling Services

2550 S. Telegraph Rd  
Inside suite 240  
Bloomfield Hills, MI 48302  
Phone: (248)797-1188  
www.epiphcounselingservices.com

## Communications Policy

### ***Contacting Me***

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

- By phone (248-797-1188). You may leave messages on the voicemail.
- By the secure contact page on the website ([www.epiphcounselingservices.com](http://www.epiphcounselingservices.com)) under Contact Us tab.
- If you wish to communicate with me by normal email or normal text message, please read and complete the Consent for Non-Secure Communications form included with these office policies.

I subscribe to the following service(s) 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.
- A secure contact page on my website. You can type and send encrypted messages through [www.epiphcounselingservices.com](http://www.epiphcounselingservices.com) under the Contact Us tab.

Please refrain from making contact with me using social media messaging systems such as 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 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 the same day no later than next business day (weekends and holidays excluded). I may occasionally reply more quickly than that or on weekends, but please be aware that this will not always be possible.

Please 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

your family physician or the nearest emergency room. You may also contact the nearest crisis center; Oakland County Crisis Center at 248-456-0909; Macomb County Crisis Center at 586-307-9100.

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

- By phone (248) 797-1188
- If you cannot reach me by phone, please leave a voicemail.

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. So, please refrain from using SMS as your sole method of communicating with me in emergencies.

***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.

Other special considerations 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/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.