

Dr. Jan Martin Dunn, PLLC
13355 Noel Road, Suite 1100, Dallas, TX 75240
214.890.6637 Phone
214.746.5002 Fax
www.drjandunn.com
janmdphd@drjandunn.com

COMMUNICATIONS POLICY

Contacting Me

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

- By phone (214.890.6637) You may leave messages on this voicemail 24/7. It is confidential and only Dr. Dunn hears the messages.
- By secure text messaging **Signal** is secure text messaging which is 100% encrypted. This service can be used on a computer or a smartphone. Please let Dr. Dunn know if you would like an invitation to use this.
- By secure email **Hushmail** 100% encrypted email; Please let Dr. Dunn know if you would like an invitation to use this.
- By the Secure Messaging in the SimplePractice portal.
- By the contact page on my website (www.drjandunn.com/contact)
- If you wish to communicate with me by normal email (Unsecure) or normal text message (Unsecure), please inquire about the potential confidentiality risks of doing so,
OR
- If you wish to communicate with Dr. Dunn by normal Unsecure email or Unsecure text messages, please read and complete the “Email and Texting Consent” form included with these office policies.

If you need to send a file such as a PDF or other digital document, please send it to me using Hushmail.

Please refrain from contacting 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 be 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 communications 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 12 hours (weekends are excepted from this timeframe). I 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 I am unable to receive or respond to messages, such as when I am out of cellular range or out of town.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis please call 911.

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

- By phone (214.890.6637) You may leave messages on this voicemail 24/7. It is confidential and only Dr. Dunn hears the messages.
- Then follow up with a secure text or email message.

Please note that SMS (Unsecure 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 an emergency.

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communication 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 that you are affiliated with. 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.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ,
UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS
DOCUMENT.

Signature of
Client _____

Printed Name

Parent/Guardian Signature

Date

COMMUNICATIONS POLICY