



Communications Policy

Contacting Me

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

- By phone (858-276-8831) You may leave messages on the voicemail, which is confidential.
- By secure text message via iPlum.
- By secure email by using me@colettelordphd.com.
- By the secure contact page on the website: <https://colettelordphd.com/contact/>
- If you wish to communicate with me by normal email or normal text message, please inform me and I will provide you with a **Request for Non-Secure Communications** form for you to read and sign off on.

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
- Secure text messaging through downloading the free app iPlum at my invitation
- A secure “client portal,” where we can exchange private messages via a secured website
- Secure online video chat software by Doxy.me or Zoom
- If you need to send a file such as a PDF or other digital document, please send it via secure email or by fax

Please refrain from making contact with me using social media messaging systems such as Facebook Messenger or Instagram. These methods have very poor security and I am not prepared to watch them closely for important messages.

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 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 hours of 9am to 7pm Monday through Thursday and 9 am to 4 pm on Fridays (weekends and holidays I may not respond until the following week). 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 out of cellular range or out of town.

I will make every effort to return your voicemail message within 24 hours and your text message within 3 hours.

Emergency Contact

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

- San Diego Crisis Line: 1-888-724-7240
- Trans Life Line: 877-565-886
- National Suicide Hotline: 800-273-8255

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

- By phone 858-276-8831. I will return your message as soon as possible, but sometimes it could take several hours.
- If you cannot reach me by phone, please leave a voicemail and then follow up with a secure text message letting me know it is urgent.
- Please do not email me with urgent or emergency situations as I do not check email as frequently when I am working.

Please note that SMS (normal smart phone text messages) are not designed for emergency. 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.***

Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

YOUR SIGNATURE

DATE