

1320 South Frontage Road, Suite 200  
Hastings, MN 55033-2481  
651-500-0905  
651-437-2616 fax



2000 Old West Main Street, Suite 300  
Red Wing, MN 55066-1993  
651-500-0905  
651-212-6064 fax

## Communications Policy

### Contacting Your Therapist

When you need to contact staff at Tom Lutz and Associates for any reason, these are the most effective ways to get in touch in a reasonable amount of time:

By phone (651-500-0905). You may leave a voicemail, which is confidential and your therapist will get back to you within one working day. Please note that the work you do with your therapist is during the therapy appointment and it cannot be done over the phone. If you and/or your therapist feel that you need more therapist contact, we will discuss referral to an agency that has more therapist availability.

**Email and text messaging, while efficient, are relatively insecure.** Please be informed that these methods, in the typical form, are not confidential means of communication. Also standard video communication systems such as Skype and FaceTime are also insecure communication. If you use these methods to communicate with a therapist or employee of Tom Lutz and Associates, there is a reasonable chance that a third party may be able to intercept and eavesdrops on these messages. The kind the parties that may intercept these messages include, but are not limited to:

- People in your home or other environments who can access your phone, computer, or other devices that you use to read and write messages.
- Your employer, if you use work email to communicate with any employee of Tom Lutz and Associates.
- Third parties on the Internet such as server administrators and others who monitor Internet traffic.

If there are people in your life that you don't want accessing these communications, please talk with your therapist from Tom Lutz and Associates about ways to keep your communications safe and confidential. Tom Lutz and Associates staff will only email appointment and billing issues, but only if you give us permission to do so. Other information can be emailed, but only with your approval and then we will use encrypted email. This is done so that your information is kept private.

Please refrain from contacting your therapist using social media messaging systems such as Facebook Messenger or Twitter. These methods have little or no security and your therapist will not watch them for messages from clients.

If you need to send a file such as a PDF or other digital document please print and fax to:

Hastings Office Fax Number: 651-437-2616

Red Wing Office Fax Number: 651-212-6064

It is important to be able to communicate and also keep the confidential space that is vital to therapy. Please speak with your therapist about any concerns you have regarding communication methods.

### Response Time

Your therapist will not necessarily be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within 24 hours on business days (weekends are exempt from this timeframe). Your therapist generally replies more quickly than that, but please be aware that this will not always be possible.

Be aware that there are times when your therapist is unable to receive and respond to messages such as when they are in session, out of cellular range or out of town.

The best method to directly contact your therapist is by phone: 651-500-0905. If you are unable to contact your therapist immediately please leave a voicemail and your therapist will get back to you within one working day.

Text messages are not designed for emergency contact. Text is an insecure form of communication; they can get delayed and occasionally lost altogether. Please only use text messaging for appointment changes and information related to billing and payment only. Tom Lutz and Associates staff will only respond with text regarding appointment issues.

Thank you.