

David C. Wade, Psy.D., PC  
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## Communications Policy

### **Contacting Me**

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

- By phone (541-386-2998) You may leave messages on the voicemail, which is confidential.
- Emergency contact call 911 or go to your closest hospital. You may also attempt to contact me by phone (541-490-9536). I am not always available but if I am I will return your call.
- By secure text message. See below\* (non-clinical, used for appointment time.)
- Secure email only on a case by case basis (see below for details\*\*)
- 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 service **Signal** that can allow us to communicate more privately through the use of encryption and other privacy technologies using text. This is a free application that you download and we can connect. Though you have the choice of communication that is not secure, you need to know the risks and I strongly recommend using secure communication. This service will not cost you money but requires some setup before use.

\*\*Regarding encrypted email I use **Hush Mail**. I do not use email for most communications. I will use it communicating with school personnel.

- Though you can download forms from my website, it is not set up for communication.

**Note: All texts and emails are part of the clinical record.** 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.

For Telehealth in zoom meetings, I have an informed consent policy stating the limits of confidentiality and the pros and cons of this avenue.

### **Response Time**

I am often not immediately available by telephone. While I am usually in my office between 8 AM and 6 PM Monday through Thursday, I will not answer the phone when I am with a client. I frequently check for messages. I will make every effort to return your call on the same day, with the exception of weekends and holidays. I do check my cell phone regularly, however, I may be out of cell range and if I am not available over the weekend this will also be on my cell phone

message. If you are having difficulty and try to contact me please do so by phone call. Again if it is an emergency that needs immediate care please call 911 or go to your nearest hospital.

If I will be unavailable for a week or longer, I will provide you with the name of a colleague to contact. If you are experiencing a mental health crisis that needs immediate attention call 911. Please do not text me but leave a message on my cell phone. If I am away from my phone for an extended period this will be on my message.

***Disclosure Regarding Third-Party Access to Communications***

Please know that if we use electronic communications methods, such as email, texting, 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.