



ALLANA DANDURAN | MSW, LICSW
PSYCHOTHERAPY SERVICES

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COMMUNICATIONS POLICY

Contacting Me

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

- By Phone (701-799-5176). You may leave messages on the voicemail, which is confidential.
- By secure email (see details below).
- If you wish to communicate with me by normal email or normal text message please inquire about the potential confidentiality risks of doing so. After which, if you still wish to communicate with me by normal email or normal text message please read and complete the Request for Transmission of Protected Health Information By Non-Secure Means consent form included with these office policies. Please note that SMS (short message service) or MMS (multimedia messaging service) text messages occasionally get delayed and on rare occasions may be lost. So, please refrain from using SMS/MMS as your sole method of communicating with me.
- Please always leave your contact information in your message to make it easier for me to respond to you as promptly as possible. If you are difficult to reach, please inform me of some times when you are available.

Secure Communications Tools

I subscribe to the following services 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.

- Secure email via Hushmail.com: Allana@secure.allanadandurantherapy.com
- Secure text messaging using Signal - Private Messenger by Open Whisper Systems. This service can be used on a computer or smartphone (Android or iPhone).
1-701-799-5176

If you need to send a file such as a PDF or other digital document, please send using the secure email service or print and fax to **701-566-7516**.

Please refrain from making contact with me using social media messaging systems such as Facebook Messenger. 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 communication methods.

Response Time

I may not be able to respond to your emails or voice messages immediately. I am primarily in the office 4 days a week and will make every effort to return your calls as quickly as I can. Preferably I will return your contact within 24-48 hours on office days with the exception of evenings, days off, weekends, vacations / holidays and when I am out sick. I may occasionally reply more quickly than that or on evenings / weekends, but please be aware that this may not always be possible. If I will be unavailable for an extended period of time, we will create a plan with numbers you may call if necessary. On my voicemail and with an automatic email response to my secure email and normal email I will always provide an updated message regarding my office days / hours, if I am out of town / not reachable and an emergency contact. Be aware that I will not be able to provide the same status updates with text messages. Therefore, I prefer you to only contact me via text message if it is to inform me that you are running late for an appointment. Additionally, 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 911, or you can go to the nearest hospital emergency center. For mental health crisis you may also attend Prairie St. John's Needs Assessment on a walk in basis.

Be aware that I do not offer 24-hour crisis coverage. However, if you need to inform me about an emergency, the best method is to do BOTH of the following;

- Leave a voicemail by phone
- Follow up with a secure email.

Please do not text for emergency purposes.

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 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 a 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.