

Debbie Benschling
Clinical Social Worker
MSW ❖ LCSW ❖ MSWAC ❖ ACSW ❖ CCH

1130 SW Morrison St. Suite 220
Portland, Oregon 97205

Telephone: 503-944-5032
Web: Debbiebenschling.com

Communications Policy

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

- By office phone (503-944-5032) you may leave non-urgent messages on the voicemail, which is confidential. This is the most direct and secure.
- By text message (see below for details.)
- By email (see below for details.)
- By the contact page on www.debbiebenschling.com, secure form however a reply from me would be from a normal email platform.

****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.*** Normal text and email do not meet the “secure” standards defined in HIPAA. A signed consent is needed to permit me to communicate by email or text.

If you need to send a file such as a PDF or other digital document you may choose to send it as an attachment or electronic link. Please note I cannot assure privacy of information exchanged via normal email or electronic links.

Please refrain from making contact with me using social media messaging systems such as Facebook, Facebook Messenger, LinkedIn or Twitter. These methods have very poor security and I am not prepared to watch them closely for important messages from clients. As policy I do not respond to clients via social media requests.

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 routine messages via voicemails and other messages platforms you can expect a response within 36 hours. (Friday-Sunday is exempt from this timeframe.) I may reply more quickly than that or occasionally on weekends, but please be aware that this will not always be possible. After the identified response time if you have not heard from me please consider initiating another message as at times messages get lost due to circumstances out of my control. For urgent situations please see my emergency contact section of this document.

Be aware that there may be times when I am unable to receive or respond to messages, such as when out of cellular range, service disruptions, on vacation or out of town. You will be given prior notice of planned circumstance that impact my ability to respond.

Debbie Benschling
Clinical Social Worker
MSW ❖ LCSW ❖ MSWAC ❖ ACSW ❖ CCH

1130 SW Morrison St. Suite 220
Portland, Oregon 97205

Telephone: 503-944-5032
Web: Debbiebenschling.com

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call 911 or a crisis line staffed for immediate response. Mental Health crisis line options:

Portland Women's Crisis Line 503-235-5333 or 1-888-235-5333

Clackamas County 503.655.8585

Washington County 503.291.9111

Multnomah Co. Mental Health Crisis Line 503-988-4888 or 1-800-716-9769

Clark County 360.696.9560

1-800-686-8137

Contacting Me for Urgent Reasons: I am available for urgent calls outside of office hours between 7 am and 10 pm 7 days a week for current established clients. If you are experiencing an emergency use one of the above numbers.

Urgent Call Fees: Before 8:30 am, after 7 pm, and any weekend call there is a fee based on time and your session fee (not copay) prorated for time spent. Insurance does not cover this service.

Response Time: It may take me several hours, 5-6, to get back to you. If you need to contact me about an urgent situation, the best method is:

- By phone, 503-957-1164, which is my personal mobile number.
- If you cannot reach me directly by phone, please leave a voicemail message, and then follow up with a text message. Please include a call back phone number.
- You may send a text message requesting a call back.

Please note that SMS (normal 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 urgent situations.

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communications 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.