

Communications Policy

Contacting Me

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

- By phone (206-715-0291). You may leave messages on the voicemail, which is confidential.
- By secure text message (see below for details.)
- By secure email (see below for details.)
- If you wish to communicate with me by normal email or normal text message, please inquire about the potential confidentiality risks of doing so.

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 secure email: yukiko@yukikopsychotherapy.com via [Hushmail](#).
- Secure text messaging: [Signal](#). This service can be used on a computer or smartphone.

If you need to send a file such as a PDF or other digital document, please send using my secure (encrypted) email service,” or print and mail it to my office.

Please do not make 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 messages and calls immediately. For voicemails and other messages, you can expect my response within 24hours (weekends are excepted from this timeframe). I may occasionally reply more quickly than this or on weekends, but please be aware that it 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 or the country.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call 24/7 San Diego Access and Crisis Line: 1-888-724-7240.

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

- By phone (206-715-0291).
- If you cannot reach me by phone, please leave a voicemail and then follow up with a secure text message (Signal). I will return to your call as soon as I can and within 24hours.

Please do not use SMS (normal phone text messages) in emergencies. Please note that SMS are not designed for emergency contact. SMS text messages occasionally get delayed and on rare occasions may be lost.

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 think about the risks involved if any of these persons were to access the messages we exchange with each other.

Yukiko Kawabata Hartman, MS, LPCC

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