

Stephen Emerson, LCSW
7687 SW Leslie Street
Portland, Oregon 97223
(503) 208-2176

Communications Policy

Contacting Me

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

By phone at 503 208-2176. You may leave messages on the voicemail, which is confidential.

If you wish to communicate with me by normal email, please read and complete the Consent For Non-Secure Communications form included with these office policies.

I subscribe to the following service(s) that can allow us to communicate 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:

Vsee (like Skype), secure online video chat software.

If you need to send a file such as a PDF or other digital document, please print it and bring it with you to the first session or FAX it to 503 208-2176. If you want to FAX it, you must notify me ahead of time so I can receive your FAX.

Please refrain from making contact with me using social media messaging systems such as Facebook Messenger or Twitter. 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 a response within 24 hours (weekends are excepted from this timeframe.) I do not check messages after 6:30 p.m. on weekdays nor routinely on weekends. I may occasionally reply more quickly than that or on weekends, but please be aware that this 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.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please contact your family physician, local emergency room, or the crisis line at 503 291-9111 (Washington Co.) or 503 988-4888 (Portland and Multnomah Co.), which is open 24 hours.

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

By phone at 503 208-2176.

If you cannot reach me by phone, please leave a voicemail and I will respond as soon as possible.

Please refrain from using SMS (normal phone text messages) as your method of communicating with me as my office phone above is not set up to receive text messages.