



Herbs & Wellness Coaching Client Communications Policy

Email Communications Policy

Emails are generally received and responded to Monday through Friday, from 9:00am - 5:00pm. Please note there can be a 24-48 hour response time during the week. Erika will respond to emails received over the weekends beginning Monday mornings. Please note response times may change over holiday and vacation periods. In these instances, you will receive an autoresponder email clarifying when email communications are to resume.

Our clinical package fees for new clients allow for 2-3 email exchanges within the first 2 weeks after your first appointment to address any questions or share additional information or concerns that come up as you get started. After this first two weeks and between scheduled sessions, your clinical package allows for up to 2 email exchanges per month.

Outside of this time, Erika Galentin MNIMH RH may have to charge for time accrued answering your emails. If you are having concerns regarding your herbal protocol, you may be asked to consider booking in another 30 or 60 minute session so that all of your concerns can be addressed appropriately.

Phone Communications Policy

If you are a client of Erika Galentin, MNIMH RH please note that the preferred and most efficient form of communication is via email. However, if you feel you need to speak with Erika Galentin immediately, please call our office and leave a message. She will return your call as soon as she is able. If you are having an emergency, stop all herbs and supplements, and head to your nearest Urgent Care facility.

Please note that we do not answer phone calls at Sovereignty Herbs. Rather, our phone line is an answering service where individuals and clients can leave messages. Messages are generally received Monday through Friday, from 9:00am - 5:00pm with holiday and vacation time exceptions. Phone messages are generally responded to via your provided email rather than via a call back, unless a call back is absolutely necessary.

There can be a 24-48 hour email or phone call response time with weekend, holiday, and vacation time exceptions. Please note there can be longer response times to phone messages if the response requires a phone call and Erika Galentin MNIMH RH

may have to charge for time accrued speaking to clients by phone. If you are having concerns regarding your herbal protocol, you may be asked to consider booking in another 30 or 60 minute session so that all of your concerns can be addressed appropriately.

Text Message Communications Policy

Please note that text message correspondence with Erika Galentin, MNIMH RH is not a HIPAA compliant form of communication. Erika Galentin or her representatives at Sovereignty Herbs will only reach out and/or respond to clients via text message about scheduling appointments. Outside of scheduling, text message communications will not be responded to and will be immediately deleted.

Social Media Messaging Communications Policy

Please note that if you are a client of Erika Galentin, MNIMH RH of Sovereignty Herbs, neither she nor any of her representatives will respond to client messages on social media. Social media messaging is not a HIPAA compliant form of communication and any client messages received on social media will not be responded to and will be immediately deleted.