

## **Full Circle Therapy Center, PLLC Social Media and Technology Policy**

This document outlines our office policies related to use of Social Media. Please read it to understand how I conduct myself on the Internet as a mental health professional and how you can expect me to respond to various interactions that may occur between us on the Internet. If you have any questions about anything within this document, I encourage you to bring them up when we meet.

As new technology develops and the Internet changes, there may be times when I need to update this policy. If I do so, I will notify you in writing of any policy changes and make sure you have a copy of the updated policy.

### **Personal Social Media:**

I do not accept friend or contact requests from current or former clients on any of my personal social networking sites, such as Facebook, because I believe it can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, or would like to discuss it further, please let me know.

### **“Liking” or Following:**

Full Circle Therapy Center, PLLC does have a Facebook page which you are welcome to follow if you would like to do so. However, it is not expected that you do so, and I will not ask you to “like” our page or endorse Full Circle Therapy Center, PLLC on other business pages. Although not everyone who follows or “likes” our pages are clients, please understand that by doing so there is a greater chance of compromised client confidentiality. Please know we do not post, or allow posts, that compromise client confidentiality. I will not confirm or deny any professional relationship between clients on any social network site. Also, you are welcome to view our pages without following them, if you choose to do so. As in any other public context, you have control over your description of the nature of our acquaintance, if you choose to disclose a professional relationship.

### **Interacting:**

If you need to contact me between sessions the best way is to do so by phone. Direct email or SMS (mobile phone text messaging) are the next best options for quick, administrative issues such as changing appointment times. However, please note, I prefer using email and SMS (mobile phone text messaging) *only* to arrange or modify appointments. Please do not email or text me content related to your therapy sessions, as either method is not completely secure or confidential. If you choose to communicate with me by email, be aware that all emails are retained in the logs of your and my Internet service providers. While it is unlikely someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. You should also know that any emails I received from you and any responses that I send to you become a part of your legal record.

### **Location Based Services:**

If you use location-based services on your cell phone, you may wish to be aware of privacy issues related to using those services. We do not place our practice as a check-in location on sites such as Facebook,

Foursquare, Loopt, etc; however, if you have GPS tracking enabled on your device, it is possible others may surmise you are a client if you “check-in” on a regular basis from our office.

**Business Review Sites:**

You may find my practice on sites such as Yelp, Healthgrades, Yahoo, Google Reviews, Bing, or other places which list businesses. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If you should find my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client. Of course, you have a right to express yourself on any site you wish. However, due to confidentiality, I cannot respond to any review on any of these sites whether it is positive or negative. I urge you to take your own privacy as seriously as I take my commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with me about your feelings about our work, there is a good possibility that I may never see it.

If we are working together, I hope that you will bring your feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are in therapy with me wherever and with whomever you like.

Confidentiality means that I cannot tell people that you are my client and my Ethics Code prohibits me from requesting testimonials. But you are more than welcome to tell anyone you wish that I’m your therapist or how you feel about the treatment I provided to you, in any forum of your choosing. If you do choose to write something on a business review site, I hope you will keep in mind that you may be sharing personally revealing information in a public forum. I urge you to create a pseudonym that is not linked to your regular e-mail address or friend networks for your own privacy and protection.