

Andee Gay, MS, NCC, LPC, CSPS, CGS

## **SOCIAL MEDIA POLICY**

This document outlines my 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.

**FRIENDING:** I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it. I do have a professional Facebook page that I use to bring you information that might be of use. Twitter is also used for that purpose solely.

**INTERACTING:** Please do not use messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact me. These sites are not secure and I may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with me in public online if we have an already established client/therapist relationship. Engaging with me this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your chart. Text messaging for appointment times is allowed but as standards by the American Counseling Association change, may also be revised.

**EMAIL SECURITY:** Due to recent developments with the Health Insurance Portability and Accountability Act (HIPAA) and the Affordable Care Act, many aspects of health information are required to be protected by providers. Emails are unsecured unless certain precautions are provided by your email and my email provider. ENTRVST is my secure email source & will be used for such messages on my end. This will require you to go to a secure link in order to download the message. Therefore anytime you send anyone including clinician's information via email, it is not secure. When you send me an email, you risk the release of private health information and confidentiality breaches. Please do not send me clinical information via email. If you need to contact me between sessions, the best way to do so is by phone. Direct email for quick, administrative issues such as changing appointment times still indirectly could indicate that you are a client.

**USE OF SEARCH ENGINES:** It is NOT a regular part of my practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If I have a reason to suspect that you are in danger and you have not been in touch with me via our usual means (coming to appointments, phone, or email) there might be an instance in which using a search engine (to find you, find someone close to you, or to check on your recent status updates) becomes necessary as part of ensuring your welfare. These are unusual situations and if I ever resort to such means, I will fully document it and discuss it with you when we next meet.

**GOOGLE READER:** I do not follow current or former clients on Google Reader and I do not use Google Reader to share articles. If there are things you want to share with me that you feel are relevant to your

treatment whether they are news items or things you have created, I encourage you to bring these items of interest into our sessions.

**BUSINESS REVIEW SITES:** You may find my counseling practice on sites such as Yelp, Healthgrades, Yahoo Local, 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. But 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 email address or friend networks for your own privacy and protection.

If you feel I have done something harmful or unethical and you do not feel comfortable discussing it with me, you can always contact the Board for Professional Counselors, which oversees licensing, and they will review the services I have provided. Georgia Composite Board of Professional Counselors, Social Workers, & Marriage & Family Therapists State Board: Telephone: 844.753.7825 Address: 214 State Capitol Atlanta, Georgia 30334

**LOCATION-BASED SERVICES** If you used location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. I do not place my practice as a check-in location on various sites such as Foursquare, Gowalla, Loopt, etc. However, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are a therapy client based on your location.

**CONCLUSION:** Thank you for taking the time to review my Social Media Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the Internet, do bring them to my attention so that we can discuss them.

By signing below I understand that I have read and accept the Andee Gay, LPC Social Policy  
\_\_\_\_\_ Date \_\_\_\_\_ Signature of Client

Thank you to Dr. Kolmes for creating the Social Media Policy in its original form. I have adapted it to fit my practice. © Keely Kolmes, Psy.D.