

## Social Media Policy and Contact Information

This document outlines office policies related to use of Social Media. Please read it so you will be aware of how I conduct myself on the Internet as a mental health professional, and the response you can expect to any communication 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.

### Friend or Contact Requests

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.

### Facebook and Blog

I do keep a Facebook Page for my professional practice, to allow people to share my blog posts and updates with other Facebook users. All of the information shared on this page is also available on my website. You are welcome to view my Facebook Page and read or share articles posted there, but I do not accept client Likes of this Page. I believe having clients Like my Facebook presence creates a greater likelihood of compromised client confidentiality, and I feel it is best to be explicit to all who may view my list of Likes that they will not find client names on that list. In addition, the NASW Ethics Code prohibits my soliciting testimonials from clients. I feel that Facebook Like status comes too close to an implied request for a public endorsement of my practice.

I publish blog posts on my website. I have no expectation that you as a client will want to follow my blog. I do not mention any client information anywhere, and any anecdotes or examples I may refer to are fictitious or composites. My primary concern is your privacy.

### Searching the Internet

I do not seek out information about you on the Internet. My reasoning is that I believe casual viewing of clients' online content outside of the therapy hour can create confusion about whether it's being done as a part of your treatment or to satisfy my personal curiosity.

In addition, viewing your online activities without your consent and without our explicit arrangement towards a specific purpose could potentially have a negative influence on our working relationship. If there are things from your online life that you wish to share with me, whether news items or things you have created, please bring them into our sessions where we can view and explore them together, during the therapy session.

### How to Contact Me

If you need to contact me, the best way to do so is through **my direct cell phone # (503) 312-6788**. Direct email ([katemcn@comcast.net](mailto:katemcn@comcast.net)) works best for brief administrative issues. You can also communicate with me about scheduling questions securely, through my scheduling software, FullSlate.com.

Please do not email me content related to your sessions. I do not provide email advice or support because it is not a confidential means of communication. Any email exchanges become a part of your legal medical record, documented and archived in your chart. In addition, emails are retained in Internet service provider logs, and while it is unlikely anyone would look at them, they are viewable by the system administrators of the ISP.

Please do not use SMS (mobile phone text messaging) or messaging on Social Networking sites such as Facebook, or LinkedIn to contact me about clinical issues. These sites are not secure and I may not read these messages in a timely fashion. In addition, engaging with me this way could compromise your confidentiality.

If you want to communicate via email regarding links, book titles, resources or other information-sharing, or if you choose to text me to let me know you are running late for a session or some other brief logistical communication, I do not object. I do want to alert you to the trade-off between utter and complete protection of your privacy vs. convenience.

### **Business Review Sites**

You may find my 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 positive or negative. I would urge you to take your own privacy as seriously as I take my commitment of confidentiality to you. In addition, if you use review sites to communicate indirectly with me about your feelings about our work, there is a good possibility that I may never see it.

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 whoever 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 welcome to tell anyone you wish that I am your therapist, or how you feel about the treatment I provide 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 are 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.