



AR PSYCHIATRIC AND COUNSELING CENTER **SOCIAL MEDIA POLICY**

'Social media' refers to online and mobile tools that people use to share opinions, information, experiences, images, and video or audio clips, and includes websites and applications (apps) used for social networking. Common sources of social media include, but are not limited to, social networking sites such as Facebook and LinkedIn, blogs (personal, professional and those published anonymously) and microblogs such as Twitter, content-sharing websites such as YouTube and Instagram, and discussion forums and message boards.

This document outlines our office policy related to the use of Social Media. Please read it carefully to understand how our licensed mental health professionals conduct themselves on the Internet and how you can expect a response to interactions that may occur between you and your doctor, nurse, or therapist using social media or technology. If you have any questions about this policy, please bring them up during your visit. As new technology develops, this policy may be updated to reflect those changes, and you will be notified in writing. You may obtain a copy of this policy upon request. Our primary concern is your privacy and maintaining a professional therapeutic relationship with our patients.

EMAILS, CELL PHONES, FAXES, MOBILE DEVICES

Secure and private communication cannot be guaranteed entirely using non-secure technology such as cell/smart phones, mobile devices, tablets, regular email, or via our website. It is your right to decide whether using this type of non-secure technology may be permitted and under what circumstances. Should you choose to contact your provider using any type of non-secure technology, it will be considered implied consent (with your permission) that we respond and return messages in the same non-secure manner, and you agree to take the risk that such communication may be intercepted. Please be advised that although it is a convenient way to communicate, it is very important that you are aware that computers, email, and cell phones, including text messaging without encryption, can be accessed by unauthorized people. Some risks include: conversations being overheard; emails can be sent to the wrong recipient; others may view pop-up messages on your cell phone, and notification services may alert others of your location. Service providers retain a log of all emails, and though it is unlikely someone will look at these logs, they can be read by system administrators of the internet service provider. AR Psychiatric & Counseling center does not use encryption in our email system; therefore, should you choose to contact us via email, we ask that you limit your communication to administrative issues only, such as changing appointments or billing questions, to protect your privacy. Our fax is secure, and if you need to communicate clinical information, we ask you to do so by faxing us at 229-244-2038. If you communicate confidential or private information via text or email, we assume you have made an informed decision and will view this as an agreement to take the risk and will honor your desire to communicate on such matters. We will not initiate contact via text or email without your consent or as stated above.

NEVER USE EMAIL, TEXT OR FAX FOR EMERGENCIES. Emails or faxes may not be checked daily. Due to computer network problems, emails may not be delivered or there may be a disruption in connection. In the event of emergency, please call 911.

SOCIAL MEDIA NETWORKING SITES

Networking sites such as Facebook, Twitter, or LinkedIn are NOT secure. Using Wall posts, replies, or other means of engaging in conversations on these sites could compromise your confidentiality. In addition, exchanges on social networking sites can become part of your legal medical record. This policy serves to notify you that being linked as friends or contacts on these sites can compromise your confidentiality, privacy, and therapeutic relationship. As in any other public context, you have control over your own description regarding the nature of your acquaintances. If you choose to disclose information regarding your relationship with one of our clinical professionals, you acknowledge that you understand and accept the risk associated with using social networking. We do not accept friend requests from former or current patients to protect your privacy and maintain a professional boundary in the therapeutic relationship.

LOCATION BASED SERVICES

If you use location-based services on your cell mobile device, you may compromise your privacy while attending sessions in the office. We do not list the practice as a check-in location on various sites such as Foursquare; however, it may be found as a Google location, and if you have passive Location Based Services enabled, it may show that you are at the location regularly and others may surprise you are in treatment at AR Psychiatric & Counseling Center. Please ask your service provider if you are unaware of how to disable this setting.

WEBSITE

Our website www.arpccenter.com is for general information purposes only and should not be used as a substitute for your mental health care. Although we have a contact us link, please note that the webpage is not a secure means of communicating clinical information and should be limited to non-clinical questions.

SEARCH ENGINES

It is not a regular part of our practice to search for patients on Google, Facebook other search engines. Extremely rare exceptions may be made during times of crisis (in the event the doctor or therapist feels you are a danger to yourself or others), and all other means to contact you have been exhausted, a search engine may be used to ensure your welfare. If this occurs, this will be fully documented in the clinical record and discussed with you at your next visit.

FOLLOWING

Our licensed professionals will not follow any client on Twitter, Instagram, blogs, or other apps/websites. If there is content you wish to share from your online life, please bring it into the session, where it can be explored together. If you follow any of our licensed therapist's blogs, be aware that your privacy may be compromised if you use an easily recognizable name.

BUSINESS REVIEW SITES

You may find our psychiatry and psychotherapy services on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other places which list businesses. Some sites include forums where users rate their providers and add reviews or comments. 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 our listing on any of these sites, please be aware that a listing for AR Psychiatric & Counseling Center is NOT a request for a testimonial, rating, or endorsement from you as a patient. You have the right to express yourself on any site, but due to confidentiality, we cannot respond to any review on any of these sites, whether positive or negative. You are urged to take your privacy as seriously as we take our commitment to your confidentiality. You should also be aware that if you use these sites to communicate with one of our professionals, it is possible it will never be seen. If you choose to write something on a business review site, remember that you may be sharing personally revealing information in a public forum.

ACKNOWLEDGEMENT OF REVIEW OF SOCIAL MEDIAL POLICY

By signing below, you are indicating that you have read this document (all pages), understand your rights as a client/patient, and accept the responsibility as stated. You may request a printed copy of the Social Media Policy, and all questions regarding these policies have been answered to your satisfaction.

Printed Name of Patient:_____ Date:_____

Signature of Patient/Legal Representative:_____