



Social Media Policy

This document outlines our office policies related to use of Social Media. Please read it to understand how we conduct ourselves on the Internet as mental health professionals and how you can expect us 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 you meet with your clinician.

Friending

We do not accept friend or contact requests from current or former clients on any social networking site. (Facebook, LinkedIn, etc.). We 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.

Personal Growth Associates does not have a Facebook page. Individual clinicians may have a personal Facebook page. Clinicians will not accept patients as Facebook fans, as above, because doing so could create a greater likelihood of compromised client confidentiality. In addition, the American Psychological Association's Ethics Code prohibits us from soliciting testimonials from clients. We feel that the term "Fan" comes too close to an implied request for a public endorsement of our practice.

Following

You can follow our website and sign up for our monthly newsletter by supplying your clinician with your email. Personal Growth Associates is also eliminating using Twitter at this time. As professionals, we will not view your online activities without your consent and without an explicit arrangement towards a specific purpose. We do not want to have information that could have a negative influence on our working relationship. If there are things from your online life that you wish to share with your clinician, please bring them into your session with the therapist where they can be viewed and explored together, during the therapy hour.

Text/Email

Our preferred method of contact, is calling our practice voicemail. There is also an emergency number that will contact our clinicians through our answering service. You may have arranged text/email contacts with your clinician. This is set up on a case by case basis. Do not contact your clinician via Facebook messenger, Twitter, or LinkedIn as these sites are not secure, and messages might not be read in a timely fashion. Wall

postings are discouraged because of confidentiality threats or compromise. Email should be used to arrange or modify appointments. Emailing content related to therapy sessions is not recommended as email is not completely secure or confidential. All emails are retained in the logs of your and our internet service providers. While it is unlikely that someone will be looking at these logs, they are in theory available to be read by the system administrators of the service provider. You should also know that any emails we receive from you and any responses that we send to you become part of your legal record.

Business review sites

Business review sites such as Yelp, Healthgrades, and Bing may review our psychology practice. If you happen to find our practice or a clinician listed, please know that the listing is not a request for a testimonial, rating or endorsement from you as our patient. The APA Ethics Code states that under Principle 5.05 that it is unethical for clinicians to solicit testimonials. You have the right to express yourself on any site you wish, but due to confidentiality, we cannot respond to any review. We may not see these reviews, and you should be aware that if you are using these sites to communicate indirectly with us about your feelings about therapy, there is a good possibility that the clinicians may never see it. If we are working together, we hope that you will bring your feelings and reactions to our work directly into the therapy process.

Location Based Services

If you use location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. Our practice has not been placed as a check in location on sites such as Foursquare, Gowalla, etc. If you have GP enabled on your device, it is possible that others may surmise that you are a therapy client due to regular check-ins at our office on a weekly basis.

Thank you for familiarizing yourself with our social media policy. If you have any questions or concerns about any of these policies/procedures, please bring them to the attention of the clinician you see for direct discussion.