

Shelby Psychological Services
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Electronic and Social Media Policy

This document outlines our office policies related to the use of Social Media.

EMAIL

Email should be primarily used as a back up to leaving phone messages through our main phone line to address administrative issues (i.e. modifying appointment times). Oftentimes, patients (usually parents and/or guardians) will want to provide information prior to the appointment or have questions regarding their medications. This can be done via email. However, you should know that any content you send in this manner is not encrypted so not completely secure or confidential. If you choose to communicate by email, be aware that 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 administrator(s) of the Internet Service Provider. You should also know that any emails received from you and any responses that are sent in response to you will be retained in your treatment record.

FRIENDING

As a general rule we do not accept friend and/or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that engaging in public online communication on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship.

TEXT MESSAGING

Please do not use SMS (mobile phone text messaging) or messaging on Social networking sites such as Twitter, Facebook or LinkedIn to contact providers. These messages are not secure and they may not be read in a timely fashion. Engaging in 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.

QUESTIONS

If you have any questions or concerns about any of these policies and procedures or regarding potential interactions on the Internet, please bring them to our attention so that they can be discussed.