



Social Media Policy

In the age of social media, having a policy about its use has become important for the confidentiality of both the client and the therapist. Given how quickly technology develops and changes, it may be necessary to update this policy. In this case, you will get a revised version of any changes in writing.

SOCIAL MEDIA SITES

All owners, employees, or contractors of Bush Counseling Service do not accept friend or contact requests from current or former clients on Facebook, LinkedIn, Twitter, Instagram or any other social media platform. Having clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship.

Though you may have found your provider or Bush Counseling Service on a social media site, like psychologytoday.com or viewed the Bush Counseling Service website, any owners, employees, or contractors of Bush Counseling Service will do not do Google searches on you, unless you request your provider to review something important to you and give written permission to do so. An extremely rare exception would be in a time of crisis. For example, if your provider suspects you are in danger, if you have been missing appointments without notice or if you have not been in touch with Bush Counseling Service using your usual mode of communication (email, text, phone), then doing a Google search to find someone close to you may be necessary to check on your welfare. This unusual situation will be fully documented and discussed when you next meet with your provider. Finally, if your provider suspects that you are in danger for any reason, by any statements or behaviors you have made, your provider may rely on search engines for further information about you.

TEXTS, VOICE MAIL and EMAILS

Texts and Voice Mail: While convenient for letting us know you are running late or need to reschedule; texts and voice mail are not secure, unless you text through the client portal, and should not be used for communicating therapeutic information.

Emails: Email is also not secure unless you use an encrypted email program. Bush Counseling Service uses encrypted email. However, be aware that the messages you send to Bush Counseling Service are not encrypted unless you also use an encryption service. This means that emails are vulnerable to unauthorized people and can compromise your confidentiality. Any emails you may choose to send with personal content related to your therapy sessions will become part of your legal record. Your provider will respond to your email in session. It is best to utilize the secure messaging system through your client portal to correspond with your provider to guarantee confidentiality.

ONLINE REVIEW SITES

Bush Counseling Service does not solicit psychotherapy testimonials nor are we knowingly part of any online review site. If you decide to post anything about your treatment on one of these sites, you do so at your own risk of breaking your own confidentiality. Maintaining your confidentiality is a top priority. We take your privacy seriously and encourage you to do the same. Should you decide to share anything on one of these public business review sites, either positive or negative, please consider using an alias to protect your privacy. Finally, you are encouraged to bring any feelings you have about your therapy and/or provider, to your sessions as this can be an important part of therapy.

BUSH COUNSELING SERVICE

386-888-6464 • selena@bushcounselingservice.com • 4673 State Highway 58, Gouverneur, NY 13642



CONCLUSION

If you have questions or concerns about any of these policies and procedures or regarding potential interaction with your provider or Bush Counseling Service on the Internet, please bring them to your providers attention so you can discuss them.

Signing this document indicates that you have read and understand this social media policy.

Name _____
Print

Date _____

Signature: _____

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