

Social Media and Contact Policy

This document outlines my policies related to how we communicate outside of our appointments, and the use of Social Media or other Internet/electronic/digital tools. Please read it to understand how I use social media and other internet, electronic, or digital tools as a mental health professional. After reading this policy, you will also know how you can expect me to respond to various interactions that may occur between us in a variety of contexts. If you have any questions about anything within this document, I encourage you to bring them up. 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 make this information available to you in writing.

I have a presence online for my practice, with a website as well as other social network sites and outlets. This form relates to both professional and personal contexts where you may come across my information. These ideas apply to me Rachel Robbins, and my practice, Divergent Worlds.

Online Communication and Interactions

Making friend requests or contact requests: In order to protect your confidentiality and to preserve the boundaries of our provider and client relationship, I do not accept friend or contact requests from any current or former clients on any social networking site. On occasion, social networking sites might suggest we connect, or send an invite to you. I will never intentionally initiate this without discussing it with you first, and you are welcome to delete or ignore these contacts if you receive them.

Following former or current clients online: I will not make any social networking contact requests of former or current clients. I also will not follow your blogs, tweets, or other social media or internet postings. If you would like to share aspects of your online life with me, please feel free to bring these to your sessions to discuss them. We can also identify specific posts or entries for me to access online.

Following my professional online activity: I may have occasional professional psychotherapy related postings online (Twitter, Facebook, on my website, Etc.). If you feel strongly about following these online, I suggest you use some more private ways to do so (For example, RSS feed, locked Twitter list, separate accounts) in order to protect your confidentiality.

Business or psychotherapist review sites: You may find me or my psychology practice on sites such as Yelp, 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 be aware that I am not requesting a testimonial, rating, or endorsement from you as my client. I am ethically and legally obligated to

protect your confidentiality, and I will not respond to these postings. Please feel free to discuss your thoughts and feelings about our work during your sessions with me at any time.

Location based services: I do not place my practice as a location on various check-in sites. However, if you have GPS tracking enabled on your device, it is possible that regular check-ins at my office on a weekly basis could identify that you are receiving psychotherapy services. Please be aware of this if you are intentionally “checking in,” from my office or if you have a passive LBS app enabled on your phone.

Contact Information

If you need to contact me between sessions, I can be contacted via phone, email, or text message. I will do my best to respond within 24 hours, unless it is a weekend or holiday. I am available to discuss scheduling needs, ideas or thoughts to come up for you between sessions that you want to share and discuss further in session, and for emergency or crisis situations. I may need to charge for extended conversations outside of our therapy appointments. I will alert you if I will be unavailable for extended periods of time and will provide options for contacting my back-up or other forms of support if needed.

Please know that if we use electronic communications methods, such as email, texting, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others. If you choose to communicate with me by email or text message, be aware that messages are retained in the logs of your and my service providers, and security breaches may pose risk to your confidential or personal information. This is not expected or common, but is a risk to consider.

If you use your work email to communicate with me, your employer may access our email communications. There may be similar issues involved with academic email or other email or telephone accounts associated with organizations that you are affiliated with. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages we exchange.

I am not typically available or reachable via media messaging, messaging on Social Networking sites, or other online public outlets. These sites are not secure and could compromise your confidentiality, and I may not read these messages in a timely fashion.

Online searches and exceptions to policy: I do not regularly search for clients online using Google, other search engines, or social networking sites. However, I may do so during times of crisis or need. If I have a reason to suspect that you are in danger, or you have not been in touch with me via our usual means (coming to appointments, phone, etc.), I may choose to reach out. These are some of the few instances in which using a search engine or other online way to find you (such as contacting someone close to you or checking status updates) may become necessary as part of ensuring your welfare.

One of my goals as a therapist is to serve my communities, which means that you might encounter me in non-therapeutic contexts. If we were to run into each other at an event or in a setting outside of therapy, I welcome you to acknowledge me if you feel comfortable doing so. To protect your privacy and confidentiality, I will not approach you initially. If you have other preferences for how we might handle crossing paths in public settings, you are welcome to ask or clarify your preferences.

Conclusion

Thank you for taking the time to review my Social Media Policy. As always, my goal is to protect your privacy and the work we do together. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions in any context, please feel free to mention them.