

Hope Enrichment Center

Social Media Policy

FRIENDING ON SOCIAL MEDIA

Employees and consultants of the Hope Enrichment Center (HEC) do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.). These sites may compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship

FANNING AND FOLLOWING

The Hope Enrichment Center (HEC) has a Facebook Page for the practice at large to allow people to share our YouTube and blog posts. It also allows the public access to practice updates and events. All of the information shared on this page is available on our website as well. You are welcome to view our practice Facebook Page and read or share articles posted there. However, becoming a Facebook or blog “fan” creates a greater likelihood of compromised client confidentiality. NOTE: you are able to subscribe or follow a page via RSS without becoming a Fan and without creating a visible, public link to the HEC Page. You are more than welcome to do this.

INTERACTING ON SOCIAL MEDIA

Please refrain from using messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact any of the staff at HEC. These sites are not secure and we may not read these messages in a timely fashion. Refrain from using Wall postings, @replies, or other means of engaging with HEC staff or consultants in public online if you have an established client/therapist relationship. Engaging with HEC and its staff 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. If you need to contact HEC staff, the best way to do so is by phone at **662-536-6210/662-638-3538** or direct email to staff (if available).

LOCATION BASED SERVICES

If you used location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. If you have GPS tracking enabled on your device, it is possible that others may surmise that you are a therapy client due to regular check-ins at our offices on a weekly basis. Please be aware of this risk if you are intentionally “checking in,” from our offices or if you have a passive LBS app enabled on your phone.

EMAIL

Email is NOT a completely secure or confidential method of communication. For this reason, we ask that you take caution in emailing HEC Staff content related to yourself, your therapy sessions, or financial information. If you choose to communicate with any of the HEC staff 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). You should also know that any emails we receive from you, and any responses that we send to you, become a part of your legal record. HEC Staff respond to emails as they are able to do so. Therefore, we encourage you to refrain from reaching out to HEC Staff in an email format for immediate care. Please call 911 or go to your nearest emergency room.

TEXTING

Please be informed that any and all text messages that we receive from you, like emails, are a part of your legal medical record. If you choose to utilize text communication with HEC staff, we ask that you do so ONLY in regards to making/breaking appointments, appointment confirmation, or information about running late for an existing appointment. Clinicians and administrative staff are unable to respond immediately to text messages. If you communicate via text, you do so with the knowledge that the HEC staff will respond when they are available to do so during their stated hours of availability. Therefore, if you are experiencing a mental health emergency, you are encouraged to call 911 or go to your nearest emergency room.

Also know that text messages can reside on a mobile device indefinitely where your information can be exposed to third parties due to theft, loss, or recycling the phone. Text messages can also be accessed without any level of authentication. For these reasons, the information communicated via text will be unable to be protected by HEC and its staff.

BUSINESS REVIEW SITES

You may find our practice on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other places which list businesses. Some of these sites include forums in which users rate their providers and add reviews. If you should find our listing on any of these sites, please know that our listing is NOT a request for a testimonial, rating, or endorsement from you as our client. The American Counseling Association’s Ethics Code states that it is unethical for mental health professionals to solicit testimonials.

You have the right to express yourself on any site you wish. However, due to confidentiality, HEC and its staff cannot respond to any review on any of these sites whether it is positive or negative. I urge you to take your personal privacy as seriously as we take our commitment to keeping your personal information confidential. You are welcome to share that you are in therapy wherever and with whomever you like; in any forum of your choice. If you do choose to write something on a business review site, we hope you will keep in mind that you may be sharing personally revealing information in a public forum. We urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection

We here at HEC encourage you to bring your feelings and reactions about our work directly to us. If you feel any of the HEC staff have done something harmful or unethical, and you do not feel comfortable discussing it with us, you can always contact the *Mississippi State Board of Examiners for Licensed Professional Counselors*, which oversees licensing, and they will review the services we have provided.

Mississippi State Board of Examiners for Licensed Professional Counselors
239 North Lamar Street
Suite 402
Jackson, MS 39201
Office: 601 359-1010
Fax: 601 359-1030

If you have questions or concerns about any of these policies, please bring them to our attention.

I (print name), _____, have read, understand, and agree to comply with the Hope Enrichment Center’s Social Media Policy.

Client Signature

Date

Witness Signature

Date

**copy given to client
**copy for client file for reference