

# Family Solutions Counseling, PLLC

10400 N. Vineyard Blvd. | Suite A | Oklahoma City, OK 73120 | 405.242.5205 | www.familyolutionsok.com

## Social Media Policy

This document is to inform the clients of Family Solutions Counseling of the office policies regarding social media. Our therapists conduct themselves professionally in any interaction on the internet. If you have questions about the information provided, please bring concerns to your therapist.

### Friending

Therapists at FSC do not accept friend or contact requests from current or former clients on any social networking site. FSC therapists work to protect confidentiality and privacy of our clients and clinicians and these sites may blur boundaries and/or put privacy at risk.

### Fanning

FSC keeps a Facebook page, blog and newsletter for the professional practice to reach the public and share information about events. The FSC Facebook page does not accept friend requests as it is only to communicate with the public at large. We also do not allow for testimonials via any social media networking site as it reflects a public endorsement which the American Psychological Association's Code of Ethics prohibits. In addition, any comments made on blog posts may put confidentiality at risk so we encourage clients to avoid making comments in this public forum. Finally, our website offers a newsletter that is designed to communicate with the public and other professionals. While clients are able to receive this newsletter, confidentiality cannot be protected in this forum. We encourage clients to take their privacy seriously in this open setting.

### Following

FSC keeps a Twitter account to promote information and events of the practice. FSC will not follow any current or former clients out of respect of your privacy.

### Interacting

FSC asks that clients do not contact therapists via SMS (mobile phone text messaging) or messaging on social networking sites. These forms of communication are not secure and messages are not guaranteed to be read or responded to in a timely fashion. In addition, these messages could become part of your legal medical record and need to be documented in your chart.

Client Initials \_\_\_\_\_

For Office Use Only: \_\_\_\_\_ (File Name) CONFIDENTIAL

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## Business Review Sites

FSC is listed on several business listing sites (Google, HealthGrades etc.) Some of these sites allow ratings and reviews to be written about providers. FSC does not solicit testimonials or reviews per the code of ethics from the American Psychological Association. As a client, you have the right to express your opinion on any site you wish. However, due to confidentiality FSC providers cannot respond to any review. Additionally, if a client is using review sites to communicate indirectly please be aware that this forum is not a reliable method of communication. FSC therapists encourage clients to bring concerns to session to discuss directly with your therapist. If you do write a review, FSC wants clients to be aware that they are doing so in a public forum and putting privacy at risk. Finally, if you feel a therapist has acted unethically, please contact the licensing board listed in your "Consent to Treat" form.

## Location Based Services

FSC encourages clients to be aware that using location-based services on your phone increases the likelihood of risking privacy. Please be aware of this risk if you are intentionally "checking in" or if you have a passive LBS app enabled on your phone.

## Electronic communication

FSC therapists use email to arrange and or confirm appointments. Please do not email your therapists content related to sessions as email not a secure method of communication. If you choose to send an email, please be aware that all emails are logged by internet service providers and therefore confidentiality is not secure. Finally, emails and responses sent to FSC therapists become part of the legal record.

\_\_\_\_\_  
Client signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist signature

\_\_\_\_\_  
Date