



Evergreen Psychological Service, LLC's Electronic Communication and Social Media Policies

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, the following policy has been prepared. This is because the use of various types of electronic communications is common in our society, and many individuals believe this is the preferred method of communication with others, whether their relationships are social or professional. Many of these common modes of communication, however, put your privacy at risk and can be inconsistent with the law and with the standards of our profession. Consequently, this policy has been prepared to assure the security and confidentiality of your treatment and to assure that it is consistent with ethics and law. As technology continually changes, Evergreen Psychological Services, LLC reserves the right to revise this policy. Upon revision, we will provide notice in writing of any changes to these policies.

Email Communications

We use email communication only with your permission and only for administrative purposes. That means that email exchanges with our office should be limited to things like setting and changing appointments, billing matters, and other related issues. Please do not email the practice about clinical matters because email is not a secure way to contact our practice. If you need to discuss a clinical matter with us, please feel free to call us so we can discuss it on the phone or wait so we can discuss it during your next therapy session. Please do not email content related to your therapy sessions, as email is not completely secure or confidential. If you choose to communicate by email, be aware that email messages are retained in the logs of your internet service providers, as well as those of Evergreen Psychological Services, LLC. While it is unlikely that someone will view these logs, they are, in theory, available to be read by the system administrator(s) of the internet service provider. Sending an email to our office and any responses to your email become part of your medical record. Sending an email message from your own mail service will not be encrypted. The telephone or face-to-face contact simply is much more secure as a mode of communication.

Text Messaging

Because text messaging is a very unsecure and impersonal mode of communication, our practice does not use text messaging.



Social Media

Our practice does not communicate with, or contact, any of our clients through social media platforms like Twitter, Facebook, or LinkedIn because these sites are not secure. Contacting our practice this way could compromise your confidentiality. In addition, if we discover that we have accidentally established an online relationship with you, we will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you. If our practice decides to participate in various social networks, it would be done not in our professional capacity. If you have an online presence, there is a possibility that you may encounter us by accident. If that occurs, please discuss it with your therapist during your time together. We believe that any communication with clients online have a high potential to compromise the professional relationship. In addition, please do not try to contact us in this way. Our practice will not respond and will terminate any online contact, no matter how accidental. Further, our practice does not accept “friend” requests from current or former clients, or family members of clients, on Facebook or other similar social media sites. Online contact could blur the boundaries of the therapeutic relationship with our staff.

Websites

Evergreen Psychological Services, LLC has a website that you are free to access. We use it for professional reasons to provide information to others about the practice. You are welcome to access and review the information that we have on our website and, if you have questions about it, it should be discussed in your therapy sessions.

Web Searches and Business Review Sites

Our practice will not use web searches to gather information about you without your permission. We believe that this violates your privacy rights; however, we understand that you might choose to gather information about our practice in this way. In this day and age, there is an incredible amount of information available about individuals on the internet, much of which may actually be known to that person and some of which may be inaccurate or unknown. If you encounter any information about our practice through web searches, or in any other fashion for that matter, please discuss this with your therapist during your time together so that we can deal with it and its potential impact on your treatment.

Recently it has become fashionable for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of our practice or any professional with whom you are working here, please share it with us so we can



discuss it and its potential impact on your therapy. Please do not rate our work with you while we are in treatment together on any of these websites. This is because it has a significant potential to damage our ability to work together. You may find our practice on sites such as Yelp, Healthgrades, Yahoo Local, Bing, Google, or other places which may list businesses. Some of these sites include forms in which users rate their providers and 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 our practice on any of these sites, please know that the listing is not a request for a testimonial, rating, or endorsement from you as a client. You have the right to express your views on any site you wish; however, because of confidentiality, Evergreen Psychological Services, LLC cannot respond to any reviews on these sites positive or negative.

Location-Based Services

If you or your family member uses location-based services on your mobile device, you should be aware of the potential privacy issues related to using these services. Evergreen Psychological Services, LLC does not place the practice as a check-in location on location-based social networking sites such as Foursquare; however, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are here for mental health services due to regular check-ins at our office weekly. Please be aware of this risk if you are intentionally “checking in” from our office or if you have a passive LBS application enabled on your device.

If you have any questions or concerns regarding these policies and procedures, please feel free to discuss them with a member of our practice and/or the practice owners.