



INTERNET, ONLINE AND DIGITAL POLICY

Interacting

Please be aware, SMS (mobile phone text messaging) or messaging on social networking sites on the internet such as Twitter, Facebook, LinkedIn, or Google+ to contact us is not secure and we may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with us in public online if we have an already established client/therapist relationship. Engaging with us 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 us, the best way to do so is by phone or fax.

Business Review Sites

You may find True Joy Counseling and Consulting, PLLC on sites such as Yelp, Healthgrades, Yahoo Local, Bing, Google Business, or other places which list a variety of 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 our listing on any of these sites, please know that the listing is NOT a request for a testimonial, rating, or endorsement from you as our patient. Many professional associations such as the American Counseling Association, National Board of Certified Counselors, National Association of Clinical Social Workers and the American Association for Marriage and Family Therapy code of ethics state it is unethical for psychotherapists to solicit testimonials as we are bound by rules of confidentiality that do not apply to patients. Of course, you have a right to express yourself on any site you wish. But due to confidentiality, we cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy as seriously as we take our commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with us about your feelings about our work, there is a good possibility that we may never see it. If we are working together, we hope that you bring your feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are in therapy with us wherever and with whomever you like. Confidentiality means that we cannot tell people that you are our patient. You are more than welcome to tell anyone you wish that you are seen in our office or how you feel about the treatment we provided to you, in any forum of your choosing. 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. If you feel we have done something harmful or unethical and you do not feel comfortable discussing it with us, you can always contact The Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling, which oversees our licensing, and they will review the services we have provided.

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. We do not place our practice as a check-in location on various sites such as Foursquare, Gowalla, Loopt, etc. However, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are a therapy patient due to regular check-ins at our office 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

At times, we use email to send billing information or scheduled appointments to patients when the patient requests this form of communication, but this is not our standard practice as email is not completely secure or confidential. Due to the lack of security and confidentiality, please do not email us content related to your therapy sessions. If you choose to communicate with us 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) of the internet service provider. 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/clinical record. If there are things you want to share with us that you feel are relevant to your treatment whether they are news items or things you have created, we encourage you to bring these items of interest into our sessions.

Conclusion

Thank you for reviewing our *Internet, Online and Digital Policy*. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the internet, please bring them to our attention so that we can discuss them.