

My Private Practice Media Policy

This document outlines my office policies related to use of Media, including Social Media. Please read it to understand how I conduct myself on the Internet as a mental health professional and how you can expect me to respond to various interactions that may occur between us on the Internet.

Should you have any questions about my policy, I strongly encourage you to bring them up when we meet. 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 notify you of these changes in writing.

Interacting

Please do not use messaging on Social Networking sites (e.g. Twitter, Face book or LinkedIn) to communicate with me. These sites are not secure and I may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with me in public online if we have an established client/therapist relationship. This form of communication 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 or archived in your chart.

If you choose to SMS (mobile or text messaging) me, please **only** do so to let me know that you are running late for a same day appointment or to acknowledge a message regarding scheduling or other non-clinical matters. Please also keep in mind that SMS is also not a secure means of communication and that *any* communication we may have via text messaging can potentially compromise your confidentiality as a client of mine.

If you need to contact me between sessions, the best way to do so is by telephone. Direct email at Dr.Grevin@eastbaypsychotherapyservices.com is also fine for quick, administrative or other non-clinical issues, such as scheduling.

* Please see the email section below for more information regarding other forms of email communication.

Email

I prefer using unencrypted email only to arrange or modify appointments, as email is not completely secure or confidential. If you choose to communicate with me through this form of email, please be aware that these emails are retained in the logs of both of our Internet Service Providers (ISPs). Although 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 ISP and/or other types of unintended interception of Internet communication.

Should you decide to communicate any personal or clinical information to me via email,

including any attachments, such as forms, reports or other documents, I do subscribe to Hushmail, a HIPAA compliant, cloud-based encryption system. In order to communicate with me using this service, you will initially need to send me an (unsecured) email via the email address above notifying me of this. I will then send you an encrypted message/email that will allow you access to this site, allowing you to log in, and reply to me with an encrypted message. Please keep in mind that any correspondence I exchange with you in this way will become a part of your medical record.

NOTE: Please do not use any form of email communication as the sole means of any urgent matters. If you need to communicate with me on an urgent basis, please leave me a voice mail on my business line (as above). Although I do check voice messages daily and will return your call as soon as is possible, there are times I will not be able to do so as expeditiously as I would prefer. For urgent or emergency situations, please **also** utilize the Contra Costa Country Crisis Hot Line (800-833-2900) and/or 911.

Location-Based Services

If you use location-based services on your mobile phone, you should be aware of privacy issues related to using these services. I do not place my practice as a check-in location on various sites (e.g., Foursquare, Gowall, Loopt, etc.); however, if you use a GPS tracking system that is enabled on your device, it is possible that others may be aware of your presence in my office building on a weekly basis. . This is particularly risky if you are intentionally “checking in” from my office or if you have a passive LBS app enabled on your device.

Business Review Sites

You may find my psychology practice on sites such as Yelp, Health grades, Yahoo Local or other places that 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 advised that my listing is NOT a request for a testimonial rating or endorsement from you as my client. The American Psychological Association’s Codes of Ethics specifies “It is unethical for psychologists to *solicit* testimonials from current therapy clients or others...who are vulnerable to undue influence.” You do have a right to express yourself on any site you wish. However, due to confidentiality concerns, I cannot respond to any reviews on these sites, whether it is “positive” or “negative” in nature. I urge you to take your own privacy as seriously as I take my commitment to you. You should also be aware that if you are using these sites to communicate indirectly with me about your feelings about our work, there is a good possibility that I may never see it.

If we are working together, I hope that you will bring any feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide that we are not a “good fit.” None of this is meant to keep you from sharing that you

are in therapy with me wherever and with whomever you wish. Confidentiality refers to MY inability to tell others that you are my client or to share any information from our sessions (other than the legal exceptions to confidentiality as noted in my Office Policies and HIPAA forms). However, YOU are more than welcome to share this information in any forum/communication that you wish, including how you feel about it. If you do choose to do so in a business review site or other public forum, I urge to you to create a pseudonym that is not linked to your regular email address or friend networks for you own privacy and protection.

If you ever feel that I have done something harmful or unethical and you do not feel comfortable discussing it with me, you can always contact the Board Of Psychology, which oversees the licensing and practice of Clinical Psychologists, and they will review the services I have provided. The BOP can be contacted at:

Board of Psychology :: 1625 N. Market Blvd. N-25 :: Sacramento CA 95834 :: Tel (916) 574-7720

“Friending”

I do not accept “friend” or contact requests from current or former clients on any social networking sites. I believe that doing so can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship, which is generally not in your best interest.

Conclusion

I appreciate your taking the time to review this policy. If you have any questions or concerns about any of these policies and procedures or any related issues, please bring them to my attention so that we can discuss them further.