



## Technology, Electronic Communication, & Social Media Policy

With regard to technology, Foundations Counseling's primary focus is on protecting your confidentiality and the therapeutic relationship. The rationale for the policies outlined below is simple but important: to cultivate and protect the therapeutic relationship, which is vital to you getting as much benefit as possible from the therapy experience. Maintaining healthy, professional boundaries affords everyone dignity and privacy, decreases the chance for role confusion, and gives you more room to focus on the changes you want to make in your life. If you have questions or concerns about any of these policies and procedures or regarding potential interactions on the Internet, please bring them to our attention so that we can discuss them.

### Technology & Electronic Communication

**Online Scheduling:** Within the online clinical scheduling system, you can set up your account to receive an appointment reminder via email, cell phone text, or home phone the day before your scheduled appointments. Please use the login name and password assigned when you first set up an account. You may set your preferences and change your login information at any time as you see fit. Appointment information is considered to be "Protected Health Information" under HIPAA. If you indicate that you would like appointment reminders, you are waiving your right to keep this information completely private, and requesting that it be handled as noted above and in the choices you select in your online Therapy Appointment account.

**Texting:** As a rule, clinicians do not text with clients. If you choose to text the office, you are accepting the confidentiality risks associated with this texting and give us permission to respond via text. Please know that the office phone is not checked after hours.

**Email:** In general, email contact is limited to administrative matters, such as communication about scheduling, billing, and other general issues. Please do not send any urgent communication via email. If you choose to email through standard non-encrypted email, you are indicating that you accept the risks to your confidentiality and give permission to respond via standard non-encrypted email. You should also know that any emails received from you and any responses sent to you become a part of your legal record. In order to protect confidentiality and safety, no interactions (telephone, video, or in-person) are to be recorded for any reason.

### Social Media

Your clinician will not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.). Foundations Counseling does have an active Facebook account that posts psychology themed news and memes publicly. You are welcome to follow the Foundations Counseling page on Facebook, but you are not expected to do so.

Thank you for choosing Foundations Counseling. We look forward to working with you!