



Omaha Psychotherapy

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Social Media Policy

This document outlines Omaha Psychotherapy's office policies related to the use of social media. Please read it carefully to clearly understand how your therapist will conduct herself as a mental health professional on the Internet. As technology is constantly changing, this policy will be updated regularly and the revisions will be available on the website and in the office.

If you have any questions about any of these policies, we encourage you to discuss these with your provider when we meet.

E-mail

Your therapist will most likely regularly use e-mail for communicating with clients and will encourage you to send e-mail as a means of inquiring about scheduling or other questions. Your therapist will usually respond to e-mail messages within 24 hours of receiving the message. If you have an urgent request, you are encouraged to contact your provider via phone. While we make every effort to maintain a secure and confidential Internet connection, Omaha Psychotherapy cannot guarantee that e-mail communication is confidential as your Internet Service Provider or employer may have access to your e-mail.

Facebook

Omaha Psychotherapy maintains a professional Facebook Page for my professional practice to share general practice updates and information with Facebook users and people in the community who may be interested. All of the information shared on the Facebook page is available on the website.

You are welcome to follow or "like" the professional Facebook page, but it is certainly not an obligation or expectation. If you are concerned about confidentiality, please be aware that if you do choose to "like" the professional page, your name could be found associated with Omaha Psychotherapy.

Your provider does not accept personal friend requests from clients as we believe that this may compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. We're happy to discuss any concerns or questions you may have about this in a session.

Blog, Twitter, Instagram and Pinterest

Omaha Psychotherapy publishes a blog on the website where we post occasional posts, articles, and resources clients may find helpful. We also maintain professional Twitter, Instagram, and Pinterest accounts where we also post general resources. Omaha Psychotherapy has no expectation that you as a client will follow our blog or social media

streams. If you wish to follow these posts, please be aware that signing up as a “follower” may compromise your confidentiality as others may see your name associated with the practice.

Interacting

Please do not use messaging services on any social media site to contact your therapist. These sites are not secure and we may not read these messages in a timely fashion.

Use of Search Engines

It is NOT a regular part of your therapist’s practice to search for clients on Google, Facebook, or any other search engine. Extremely rare exceptions may be granted during times of crisis. If we have reason to suspect that you are in danger and you have not been in touch with your therapist via our usual means of communication, there might be an instance in which using a search engine to locate you becomes necessary as part of ensuring your welfare. These situations are rare and unusual and if your provider would ever use such means, we will fully document this and discuss it with you upon our next session.

Business Review Sites

You may find our therapy practice on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other sites that list businesses. Some of these sites include forums in which users rate their providers and may 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 presence of the listing is not a request for a testimonial, rating, or endorsement from you as a client.

As a matter of principle, and according to professional licensing organization, your provider does not solicit testimonials from current or former clients.

Of course, you have the right to express yourself on any site you wish. Due to confidentiality, your therapist cannot respond to any review on any of these sites whether the review is positive or negative. You are urged 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 your therapist about your feelings about the work, there is a good possibility that your therapist will never see this.

We hope you will bring your feelings and reactions to work directly into the therapy process. This can be an important part of therapy, even if you decide you are not a good fit with your therapist. None of this is meant to keep you from sharing that you are in therapy wherever and with whomever you like.

Location-Based Services

Some people use location-based services (e.g. Foursquare) to allow others to follow their location via their mobile telephone. Be aware that if you use such a service, and it is GPS-

activated, you may run the risk of unintentionally informing friends and acquaintances that you are visiting a therapy office, thus jeopardizing your privacy.

Much of the contents in this policy relate to confidentiality. Confidentiality means that your therapist cannot tell people that you are in therapy. You are more than welcome to tell anyone you wish that you are in therapy and/or how you feel about the treatment we have provided you, in any forum of your choosing.

If you feel your therapist has done something harmful or unethical and you do not feel comfortable discussing it with your therapist directly, you can always contact the Nebraska Department of Health and Human Services or the local chapter of NASW to receive assistance clarifying your concerns and, if necessary, filing a complaint.

Thank you for reviewing this policy. If you have any questions, please bring them up in your first session.