

Social Media Policy

This Document outlines Pathways Consulting of Kenosha, LLC's policy related to use of Social Media. Please review so you understand how Pathways Consulting interacts with clients and/or former clients on the internet.

As new technology develops this policy will be updated and you will be notified. If you have questions about anything in this policy or aspects of social media venues not specifically addresses here, please contact your therapist.

SOCIAL MEDIA CONNECTIONS

Pathways Consulting and its associates, including all clinical and administrative staff, are prohibited from initiating or accepting friend or other connection requests from current or former clients on any social media networking site (Facebook, LinkedIn, etc.). Pathways Consulting believes that adding clients as friends or contacts on these sites can compromise client/patient confidentiality. It may also blur the boundaries of the therapeutic relationship.

PATHWAYS CONSULTING SOCIAL MEDIA PAGES

Pathways Consulting maintains social media pages to share information about our practice and health issues that may be of interest to the general public. Pathways Consulting does not interact with clients on those sites. While we welcome associates and clients alike to view the social media sites, read and share articles posted there, etc., Pathways Consulting has no control over the privacy of any of the social media sites. The privacy terms and policies of the various social media sites do apply and we encourage associates and clients to review those policies and understand that their name may become visible and identifiable. Pathways Consulting has no control over and accepts no responsibility for privacy on any social media site and prohibits our associates from interacting with current or former clients via the Pathways Consulting social media page(s).

NOTE: Though clients and/or former clients may follow/like/etc. the Pathways Consulting page, Pathways Consulting and its associates are prohibited from following current or former clients' social media pages, blogs, websites, etc. Pathways Consulting only follows/likes/etc. other health professionals and/or groups. Neither Pathways Consulting nor its associates will solicit likes, follows, testimonials etc. from current or former clients.

INTERACTING

Information shared via social media (messaging, wall posts, @replies or other means of online engagement) or mobile phone texting will NOT be monitored, reviewed or responded to. If you are in an emergency situation, call 911. Otherwise, bring your issues to your next session where you and your therapist can view and explore them together.

If you need to contact your Pathways Consulting therapist between sessions, please reach out to them by phone. Pathways Consulting uses e-mail for administrative purposes only. See the e-mail section below for more information regarding e-mail interactions.

E-MAIL

E-mail should not be used for communication of therapy related information. E-mail is not completely secure or confidential. If you choose to communicate via e-mail, be aware that all e-mails are retained in the logs of your and my internet service provider. While it is unlikely that someone will look at these logs, they are, in theory, available to be read by the system administrator(s) of the internet service provider. You should know that any e-mails I receive from or send to you become part of your legal record.

BUSINESS REVIEW SITES

You may find Pathways Consulting on sites such as Yelp, Healthgrades, Vitals, Google Places, Yahoo Local, Bing and others. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb the internet for business listings and automatically add listings regardless of whether the business added itself to the site. If you find our listing on any of these sites, please know that Pathways Consulting's listing is NOT a request for a testimonial, rating, or endorsement from you as a client.

The American Psychological Association's Ethics Code states that it is unethical to solicit testimonials: "Psychologists do not solicit testimonials from current therapy clients/patients or other persons..."

Of course you have the right to express yourself on any site you wish. But due to confidentiality, Pathways Consulting cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy seriously. You should be aware that if you are using these sites to communicate indirectly with Pathways Consulting about your feelings about our work, there is a good possibility that Pathways Consulting may never see it.

If you do choose to write something on a business review site, keep in mind that you may be sharing personally revealing information in a public forum.

NOTE: In the event that you are dissatisfied with the services you provide we want to know! Please ask the Office Administrator for a comment form and we assure you we will take your concerns seriously.

LOCATION BASED SERVICES

If you use location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using this device and services. Sites such as Facebook, Google Plus, Foursquare, Gowalla, Loopt and other Social Media and Internet sites may include geographical tags which may identify that you have visited Pathways Consulting.