



## **Social Media and Technology Policy**

This document outlines RMH Therapy's Social Media Policy. Please read this document to understand how you can expect your therapist to respond to various interactions that may occur between you and your therapist on the Internet.

If you have any questions about anything in this document, please ask. Since technology is constantly changing, this document may be updated at any time. If this occurs, RMH Therapy will provide you with an updated copy.

### **Friending/Connecting**

I do not knowingly accept friend or contact requests from current or former clients on any social networking site, including but not limited to Facebook, LinkedIn, and GoodReads. Doing so can be a violation of your confidentiality if your friend or connection list is public. It also blurs the boundaries of the therapeutic relationship and is a violation of my ethics code.

I will not knowingly send or accept a friend or connection request from you, and I ask that you not send these requests to me. If you use an anonymous account and we connect unintentionally, please let me know so that I can delete the connection or request.

### **Following**

I have public social media and blog presence, including Twitter and my professional blog. These posts are public, and although I do not ask clients to follow me on these platforms, I cannot regulate or prevent you from doing so. Should you choose to follow my public social media accounts and your name is readily recognizable, we may briefly discuss the situation and its potential impact on our therapeutic relationship during one of your appointments.

Additionally, even if you do not follow me, platforms like Twitter and Facebook use algorithms that may show you my content anyway. If this is uncomfortable for you, please block my account, as this will prevent it from showing up on your timeline.

I will not knowingly follow a current or former client on any social media platform. Exploring the casual content of a client's life on social media sites can have a potentially negative impact on the therapeutic relationship and is a violation of my ethics code. If there are things from your online life that you wish to share with me, please bring them into your therapy session where they can be viewed and explored during therapy.

If you use an anonymous account and I follow you accidentally, please let me know so that I can correct this. Again, I do not request that you read, follow, or comment on anything I post, and if you choose to seek these posts out, you do so at your own discretion.

### **Interacting with your Therapist**

As with in-person encounters that may occur outside of your appointments, I do not seek clients out online. If I recognize a client who has commented on an online post, I treat it like a comment from someone I do not know in order to preserve your privacy. This might mean "liking" your comment or posting a reply that does not indicate that you are my client.

Please remember that posts you make addressing me or identifying yourself as a client are not confidential, and you make any such posts at your own discretion.



---

Please do not use any social media site to message me. These messages are not secure or HIPAA compliant, and I will not reply to you through a social media direct or private message. If you need to get a hold of me, please use my email address, the Therapy Notes portal, or call me on the phone.

There may be rare situations where you gain access to my personal phone information. Please do not contact me using my personal phone number. I am at my best when working with you because I hold boundaries when I am "off the clock." You can reach me at my business number or via email, and I will respond during business hours.

If you are in crisis and need immediate support, please see the following information regarding crisis support:

*If you are in South Dakota*, 211 is a statewide hotline that can provide crisis services and referral information. More information is available at Helpline Center's website: <https://www.helplinecenter.org/>

*If you are in Montana*, the Montana Warm Line offers non-crisis peer support and referral information when you call 1-877-688-3377. Crisis services are available based on your location. Information about location-based crisis services in Montana is available on the Montana Health Department's website: <https://mhombudsman.mt.gov/Home/crisiscontacts>

*If you are in North Dakota*, 211 is a statewide hotline that can provide crisis services and referral information. More information is available at Help Is Here's website: <https://www.helpishere.nd.gov/>

You may also use 988 from any of these states for emergency mental health services. More information about this hotline is available here: <https://www.samhsa.gov/find-help/988>

## **Email Communications**

Email communication is common practice and often the fastest way to get a message to me. However, unless your email provider specifically says your emails are secure, you need to know that your confidentiality when using email is not protected and you are using it at your own risk of a confidentiality breach.

RMH Therapy uses Proton Mail, a HIPAA-complaint email platform. Proton Mail provides us with a Business Associate Agreement that guarantees encryption and confidentiality by providing end-to-end encryption and protecting your personal health information and any email content or attachments. If I initiate an email to you, know that it is secure. If I respond to an email you send to me, my response will be secure. If I send confidential information to another provider, caregiver, teacher, et cetera, with your written consent, it will be secure.

I strongly encourage you to avoid initiating an email exchange that involves protected health or other personal information. Furthermore, my email account is not monitored outside of business hours, so email is not an appropriate method of communication in an emergency situation.

## **Search Engines**

I will not make use of search engines to search for clients outside the rarest and most serious of circumstances. For example, if I have reason to suspect you are in danger and your emergency contact information is incorrect or not working, I might do a search of your name to find you, to find someone close to you, or to check your personal well-being. In this instance, I will fully document the activity and discuss it with you when we next communicate.

You are welcome to make use of search engines to learn about my credentials, expertise, and professional business.



---

## Business Review Sites

Business review sites like Yelp or Healthgrades have become common, and you may find me on these sites. These listings have been added automatically and are not initiated or monitored by me. Furthermore, these sites do not have oversight, and often reviews posted are not accurate or shared by actual clients. If you find me on any of these sites, please know that I am not requesting a testimonial, rating, or endorsement from you as a client. I will never solicit testimonials from you.

Additionally, some of these sites populate profiles about therapists using information that they find online. This information is often outdated or false. I maintain profiles and directory listings with current and accurate information about my practice. For confidentiality reasons, I do not make profiles on websites that allow or encourage clients to review me. If you see a professional listing for me on a site that offers the option to leave a review, please be aware that I did not create that profile, and the information listed may be inaccurate.

Of course, you have a right to express yourself on any site you choose. But due to confidentiality, I cannot respond to any review on any of these sites whether it is positive or negative. In addition, by posting on these sites, you compromise your confidentiality as a client. I do not make it a habit to look at these sites and may never see a review or comment you might leave. You are always welcome and encouraged to bring feedback to me directly, whether it is positive or negative.

If at any time you feel that I have done something harmful or unethical and you do not feel comfortable or safe discussing it with me, you are welcome and encouraged to contact the appropriate licensing board based on your location:

South Dakota Board of Examiners of Psychologists <https://dss.sd.gov/licensingboards/psych/psych.aspx>

Montana Board of Psychologists  
<https://boards.bsd.dli.mt.gov/psychologists/>

North Dakota State Board of Psychologist Examiners  
<http://ndsbpe.org/index.html>

**By signing below, you acknowledge that you have read and agree to the RMH Therapy Social Media Policy.**

Client Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Legal Guardian (if applicable): \_\_\_\_\_ Relationship: \_\_\_\_\_

Client/Guardian Signature: \_\_\_\_\_