



Jennifer Tarbox, PhD, HSPP & Stephanie Ridel, PsyD, HSPP (317) 775-3942

Social Media Policy

This document outlines Bloom Psychology Services, LLC's office policies related to use of social media. Please read it to understand how we conduct ourselves on the Internet as mental health professionals and how you can expect us to respond to various interactions that may occur on the Internet.

If you have any questions about this document, we encourage you to bring them up during your next appointment. As new technology develops and the Internet changes, there may be times when this policy is updated. If so, you will be notified in writing of any policy changes and provided with a copy of the updated policy.

Contacting Your Psychologist

If you need to contact your psychologist between sessions, the best way to do so is by telephone.

Please do not use SMS (*mobile phone text messaging*) or messaging on social networking sites such as Twitter, Facebook, or LinkedIn to contact your psychologist. These sites are not secure and your messages may not be read in a timely fashion. Do not use “wall” postings in Facebook, @replies in Twitter, or other means of engaging with your psychologist in public online if a client/therapist relationship has already been established. Engaging in this way 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 and archived in your chart.

Email

Bloom Psychology Services, LLC prefers using email only to arrange or modify appointments. Please do not email content related to your therapy sessions, as email is not completely secure or confidential. If you choose to communicate by email, be aware that all email messages are retained in the logs of your Internet service providers as well as ours. 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 also know that any email messages received from you and any responses sent to you become a part of your legal record.

Sending an email message from your own mail service will not be encrypted. However, Bloom Psychology Services, LLC uses a secure, HIPAA-compliant email service provided by LuxSci to send and receive emails. To send and receive emails from me, you will need to establish a password so that you may open any encrypted email from me.

Use Of Search Engines

It is not a regular part of Bloom Psychology Services, LLC's psychologists' practice to search for patients on Google or Facebook or other search engines. In rare exceptions, an Internet search may be made during times of crisis.

If your psychologist has a reason to suspect that you or your child is in danger and you have not been in touch via usual means (coming to appointments, phone, or email), there might be an instance in which using a search engine (to find you, find someone close to you, or to check on your recent status updates)





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becomes necessary as part of ensuring your welfare. These are unusual situations and if such means are resorted to, it will be fully documented and discussed with you during your next appointment.

“Friending” On Facebook & Similar Sites

Psychologists at Bloom Psychology Services, LLC do not accept “friend” requests from current or former clients, or family members of clients, on Facebook or other similar social networking sites. We believe that adding clients as friends or contacts on these sites can compromise confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up with your psychologist.

Location-Based Services

If you or your child uses location-based services on a mobile phone, you may wish to be aware of the privacy issues related to using these services. Bloom Psychology Services, LLC has not been placed as a check-in location on various sites such as Foursquare, Gowalla, Loopt, etc. However, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are a therapy client due to regular appointments. Please be aware of this risk if you are intentionally “checking in” from Bloom Psychology Services, LLC’s office or if you have a passive LBS app enabled on your phone.

Google Reader

Psychologists at Bloom Psychology Services, LLC do not follow current or former clients on Google Reader, and we do not use Google Reader to share articles. If there are things you or your child want to share with your psychologist that you feel are relevant to your treatment, whether they are news items or things you have created, please bring these items of interest to your appointments.

Business Review Sites

You may find Bloom Psychology Services, LLC on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other places which 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 Bloom Psychology Services, LLC’s listing on any of these sites, please know that this listing is NOT a request for a testimonial, rating, or endorsement from you as a client. Of course, you have a right to express yourself on any site you wish. But due to confidentiality, psychologists at Bloom Psychology Services, LLC cannot respond to any review on any of these sites whether it is positive or negative. We urge you 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 psychologist about your feelings about therapy, there is a good possibility that your psychologist may never see it. If you do choose to write something on a business review site, please keep in mind that you may be sharing personally revealing information in a public forum. We urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection.





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If you feel a psychologist at Bloom Psychology Services, LLC has done something harmful or unethical and you do not feel comfortable discussing it in person, you can contact the Indiana Professional Licensing Agency, and they will review the services provided to you.

Indiana Professional Licensing Agency
402 W Washington Street, Rm W072
Indianapolis, IN 46204
317.234.8800

Conclusion

Thank you for taking the time to review Bloom Psychology Services, LLC's Social Media Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the Internet, please bring them to your psychologist's attention so that you can discuss them.

