

Woodhaven Counseling Associates, Inc.

Our Social Media & Email Policy

This document outlines our office policies related to the use of Social Media and Email. Please read it to understand how we conduct ourselves on the internet as mental health professionals. Please note that individual therapists will have their own policies regarding social media and email. If you have any specific questions about this document or how your own personal therapist handles these issues, please ask your therapist.

Friend Requests

First, it is important to note that we cannot accept friend or connection requests from current or former clients on any social networking site. We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also interfere with the boundaries of our therapeutic relationship. If you have questions about this, please ask your therapist.

Business Review Sites

You may find our psychology practice on sites such as Yelp, Angie's List, Health rates, Yahoo Local, Bing, Google + 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 our listing on any of these sites, please know that our listing is NOT a request for a testimonial, rating or endorsement from you as our client. It is unethical for us to solicit testimonials.

Of course, you have a right to express yourself on any site you wish. However, please be mindful of your confidentiality and right to privacy. We cannot respond to any reviews on any of these sites whether it is positive or negative, as this compromises your confidentiality. Please feel free to share any concern, questions, or (positive and negative) experiences with your therapist.

Email

The use of email varies by clinician and some therapists use email to correspond with clients while others do not. Woodhaven Counseling Associates, Inc. has invested in a HIPAA compliant email program, called LuxSci. We take all precautions to protect your privacy and

confidentiality. However, we cannot guarantee that the information that you send is not accessible by others.

It is also important to be aware that emails are part of the medical record. All of our computers are equipped with a firewall, a virus protection, and a password. The computers connected to our server are backed up daily. Please notify your therapist if you decide to avoid or limit in any way the use of any or all communication devices. If you communicate confidential or private information via email, we will assume that you have made an informed decision. We will view it as your agreement to take the risk that such communication may be intercepted, and we will honor your desire to communicate on such matters via email. Please do not use email for emergencies, as there is no guarantee your therapist will see your email in a timely manner.