



Amy R Indermuehle, PsyD
Licensed Psychologist

Social Media and Electronic Communications Policies

This document outlines my office policies related to use of Social Media, the Internet, and communicating electronically. If you have any questions about anything within this document, I encourage you to bring them up when we meet. As new technology develops and the Internet changes, there may be times when I need to update this policy. If I do so, I will notify you of any policy changes.

I do not follow, friend, or otherwise monitor my clients' activity on the Internet. I also do not use search engines such as Google to look up information about you. In extremely rare cases, I may search the Internet to verify contact information if I am unable to locate you in an emergency. If there are things from your online life that you wish to share with me, please bring them into our sessions where we can view and explore them together during the therapy hour.

Friend Requests

I do not accept friend or contact requests, of any kind (personal or professional) from current or former clients on any social networking site (Facebook, LinkedIn, Instagram, Twitter, etc). Adding clients as friends or contacts on these sites compromises your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. Thus, any requests for personal Facebook, LinkedIn, Twitter, Instagram, and/or other friend/connection/follow requests via any social media will be declined.

Following

I publish a blog on my website, and I post psychology news on Twitter. You are free to follow my posts and tweets if you wish, but it is not something I expect of my clients. There is no requirement to "like", "follow", "retweet", or comment on my business Twitter account and professional blog. I only follow other health professionals on Twitter, and I do not follow current or former clients on blogs or Twitter.

My primary concern is your privacy. If you use an easily recognizable name on Twitter and I happen to notice that you've started following me there, we may briefly discuss it at your next session. If you share this concern, there are more private ways to follow me on Twitter (such as using an RSS feed or a locked Twitter list), which would eliminate your having a public link to my content.

If you choose to "like", "follow", "retweet", or comment on any business social media account page, understand that others will see your name associated with the "like", "follow", "retweet", or comment. If you do choose to comment on any business social media, you agree to refrain from discussing, commenting, and/or asking therapeutic questions. All comments you post regarding therapeutic interactions between us, will be deleted as soon as possible. I will not respond to any questions of a therapeutic nature via social media.

Contacting Me

Please do not use mobile phone text messaging or messaging on social networking sites such as Twitter, Facebook, or LinkedIn to contact me. These sites are not secure and I may not read these messages in a timely fashion. Do not use wall postings, @replies, #hashtags, or other means of engaging with me in public online if we have or had an established client/therapist relationship.

The best way to contact me is by phone and voice mail. You must consent or "opt-in" to communicate with me using unsecure electronic transmissions. Please fill out the Consent to Communicate by Unsecure Transmission. You may contact me via email using the form on my website for routine

matters such as scheduling appointments. However, please note that I check email only Monday through Thursday and may not respond to you in a timely manner. Please be aware that your emails and my response, along with any other electronic forms of communication, are retained and become part of your legal health record. In addition, copies of emails are retained on our respective email servers, over which we have no control how the servers may use, disclose, collect, and/or maintain the information. Therefore, I strongly discourage you from sending private and confidential information via email.

Business Review Sites

You may find my psychology practice 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 automatically add my listing without my request or consent. If you should find my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you. My professional code of conduct states that it is unethical for me to solicit testimonials. Of course, you have a right to express yourself on any site you wish. But due to confidentiality, I cannot respond to any review on any of these sites whether it is positive or negative. You should also be aware that if you are using these sites to communicate indirectly with me about your feelings about our work, there is a good possibility that I may never see it since I do not regularly monitor these sites. 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. I have no control over how these sites use, disclose, store, and/or maintain the information submitted and/or gathered. I urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection. If you feel I have done something harmful or unethical and you do not feel comfortable discussing it with me, you can always contact the Board of Psychology, which oversees licensing, and they will review the services I have provided.

Location-Based Services

If you used location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. I do not place my practice as a check-in location on various sites such as Foursquare. 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 check-ins at my office on a weekly basis. Please be aware of this risk if you are intentionally “checking in,” from my office or if you have a passive Location-based service application enabled on your phone.

Teletherapy

In general I do not provide Teletherapy, such as therapy over Skype or other video chat. Should you desire teletherapy, please discuss this request with me. Whether or not we engage in teletherapy is in my sole discretion.

Conclusion

I take steps to protect your privacy, which are outlined in the NOPP, my Disclosure Statement, and the Consent to Communicate by Unsecure Transmissions. There are always risks when communicating electronically, thus I urge you to also take steps to protect the confidentiality of our work together. It is your privacy, and you are free to talk with anyone you wish about being in therapy with me, whether in person or on the Internet. However, be aware that anyone in the world with an Internet connection may learn about your private business if you put it out there on the Internet. Please ask me any questions you have regarding social media, review websites, and/or communicating electronically.