

Social Media Policy

This document outlines the policies of Buckner Mental Health Services, LLC in regards to use of Social Media. Please read it to understand how your therapist conducts themselves on the Internet as a mental health professional, and how you can expect them to respond to various interactions that may occur between you and them on the Internet.

If you have any questions about anything within this document, you are encouraged to bring them up when you meet with your therapist. As new technology develops and the Internet changes, there may be times when this policy will need to be updated. If so, you will be notified of any policy changes and a copy of the updated policy will be readily available on our website. There has been discussion about use of Social Media with therapists and a decision was made in 2018 that sets clear boundaries about therapists use of social media with patients.

Buckner Mental Health Services participates in various social media websites. **Due to professional Code of Ethics, your therapist is NOT to accept friend or contact requests from current or former patients on Facebook or Instagram. Adding patients as friends or contacts on these sites can compromise your confidentiality and our respective privacy.** It may also blur the boundaries of your therapeutic relationship with your therapist.

Buckner Mental Health Services maintains a professional Facebook Page to allow people to share our blog posts and practice updates with other Facebook users. The Facebook professional practice page is Buckner Mental Health Services.

Professional Code of Ethics prohibits providers from soliciting testimonials from patients. Your participation in social media posts on the professional practice page is at your discretion.

Buckner Mental Health Services maintains a webpage where a blog is published on the website, and at times, Buckner Mental Health Services is active on various social media sites. There is no expectation that you, as a patient will want to follow our blog, however there will be information that you may find helpful to your treatment. Our primary concern is your privacy.

Communication and Interaction

Please DO NOT USE messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact your therapist. These sites are not secure, and these messages may not be read in a timely fashion.

Do not use Wall postings, @replies, or other means of engaging with your therapist in public online if you have an already established patient/therapist relationship. **Engaging with your therapist in this way could compromise your confidentiality.**

If needed, you can leave your therapist a message on our 24-hour voicemail box at 620-931-8869. When you leave a message, include your telephone number even if you think we already have it, and best times to reach you. We make every effort to return calls in a timely manner. In the rare occurrence that a message is missed or accidentally deleted, if you do not hear back from us within one day, please leave a second message. If we are unavailable for an extended time,

such as on vacation, we will inform you of the contact information for the therapist on-call during our absence.

Use of Search Engine

It is NOT a regular part of Buckner Mental Health Services to search for patients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If your therapist has a reason to suspect that you are in danger and you have not been in touch with me via our 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) becomes necessary as part of ensuring your welfare. These are unusual situations and if your therapist ever resorts to such means, they will fully document it and discuss it with you when you next meet.

Business Review Sites

You may find Buckner Mental Health Services on sites such as Google, Yelp, Health Grades, 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 Buckner Mental Health Services on any of these sites, please know that our listing is NOT a request for a testimonial, rating, or endorsement from you as our patient.

The American Psychological Association's Ethics Code states under Principle 5.05 that it is unethical for psychologists to solicit testimonials: "Psychologists do not solicit testimonials from current therapy clients/patients or other persons who because of their particular circumstances are vulnerable to undue influence." This is applicable for other mental health professions, as well.

Of course, you have a right to express yourself on any site you wish. But due to confidentiality, your therapist 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 therapist about your feelings regarding your therapy work, there is a good possibility they may never see it.

Email

Your therapist will always communicate to you through a HIPPA compliant email. Please do not email your provider detailed content related to your therapy sessions. You can give your provider updates but do not disclose names in email. Keep the emails brief and to the point. If you choose to communicate with your therapist via email, you should also know that any emails received from you and any responses that are sent to you become a part of your legal medical record.