

Technology & Social Media Policy

This document outlines my office policies related to use of technology and social media. Please read it to understand how I conduct myself on the Internet as a mental health professional and how you can expect me to respond to various interactions that may occur between us on the Internet or through technology.

Contact Between Sessions

If you need to contact me between sessions, the best way to do so is by email at tari@lifebalance-therapy.com. You can also call me at Life Balance Therapy at 319-774-4432. I also can engage in texting through the business number as well.

Email

I prefer using email or text only to arrange or modify appointments. Please do not email me content related to your/your child's therapy sessions, or treatment in general, as email and text is not completely secure or confidential. If you choose to communicate with me by email, be aware that all emails are retained in the logs of your and my Internet service providers. While it is unlikely that someone will be looking 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 emails I receive from you and any responses that I send to you become a part of your legal record.

Appointment Reminders

At Life Balance, we use an email reminder application through Therapynotes.com to send appointment reminders. Your name, date and time of appointment is considered Protected Health Information (PHI).

Interacting Online

Please do not use 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, or other means of engaging with me in public online if we have an already established client/therapist relationship. Engaging with me 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.

Use of Search Engines

It is NOT a regular part of my practice to search for clients on Google or Facebook or other search engines. *Extremely rare* exceptions may be made during times of crisis. If I have 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 I ever resort to such means, I will fully document it and discuss it with you when we next meet.

Life Balance Therapy

Tari Wilcox, LMFT

The 2013 HHS HIPPA Omnibus Rule:

"If individuals are notified of the risks and still prefer unencrypted email, **the individual has the right to receive protected health information in that way**, and covered entities are not responsible for unauthorized access of PHI while in transmission to the individual, based on the individuals request. Further, covered entities are not responsible for safeguarding information once delivered to the individual" (U.S. Department of Health and Human Services, 2013).

After reading the sections above, I acknowledge the following statements by signing the Authorization form:

- I understand the risks of receiving an appointment reminder via email or text and I still prefer to receive these.
- I understand the risks of receiving communicating with my therapist about appointment times via email and/or texts and I still prefer to receive these.
- I understand that my therapist may not respond to my email or text prior to my next scheduled appointment, or in a timeframe desired.
- I understand that all electronic communication is a part of my legal medical record.

Your signature on the authorization form constitutes understanding and agreement to the technology and social media policy outlined above. Your signature also constitutes agreement that you will not hold Life Balance Therapy responsible for any unauthorized access to your PHI information sent via different forms of technology.