

Breaking Barriers Therapy Center, LLC.

Flora Williams M.A., LMFT-t  
3330 Southgate Court SW, Suite 250B  
Cedar Rapids, IA 52404  
p. 319-450-0355  
f. 319-409-6666  
www.breakingbarrierstherapycenter.com  
flora@breakingbarrierstherapycenter.com



## ***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: flora@breakingbarrierstherapycenter.com, OR by phone, by calling my office at 319-450-0355. Email is the best option for administrative issues, such as changing appointment times. See the email section below for more information regarding email interactions.

### ***Email***

I prefer using email only to arrange or modify appointments. Please do not email me content related to your or your child's therapy sessions, or treatment in general, as email 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.

### ***Phone***

I do not guarantee that I will respond to any voicemails or texts prior to your next scheduled appointment OR in a timely manner. DO NOT call me in the case of an emergency. I do not provide emergency services. If you are in crisis, do one of the following:

#### ***Contact a 24-hour Crisis Line:***

***Foundation 2:*** 1-800-332-4224; 319-362-2174; foundation2crisischat.org

***Crisis Text Line:*** Text "start" or "go" to 741741

***National Suicide Prevention Lifeline:*** 1-800-273-8255

Call 911 or go directly to the emergency room.

### ***Texts***

My policy for texts is the same for email interactions (see Email section above). Texts should ONLY be used in relation to appointment times and scheduling.

### ***Appointment Reminders***

I send appointment reminders via text messages. Your name, date and time of appointment is considered Protected Health Information (PHI). Similar to email, text messages are not completely secure or confidential.

***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.

***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, please initial each of the following statements, demonstrating understanding and agreement.

\_\_\_\_\_ I understand the risks of receiving an appointment reminder via 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 you 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 below constitutes understanding and agreement to the technology and social media policy outlined above. Your signature also constitutes agreement that you will not hold Breaking Barriers Therapy Center, LLC. responsible for any unauthorized access to your PHI information sent via different forms of technology.

\_\_\_\_\_  
Client/Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Therapist

\_\_\_\_\_  
Date