



ELECTRONIC COMMUNICATION POLICY

Communication

Email communication serves as a tool for appointments and billing reminders. Please do not utilize email for ongoing therapeutic communication. By agreeing to utilize email, you understand the following:

1. Email/texting communication with Dr. Yolanda King, PsyD, LPC (Affirmative Transformation Services, LLC) will be used for the purpose of simplifying and expediting scheduling/administrative matters only.
2. Email/texting communication is NOT to be used to provide/receive treatment services or take the place of therapy sessions. Therefore, email/texting should NOT be used to communicate:
 - Suicidal or homicidal thoughts or plans
 - Urgent or emergency issues
 - Serious or severe side effects or concerns
 - Rapidly worsening symptoms
3. In a life-threatening emergency, clients should:
 - Call 911
 - Proceed to the nearest hospital emergency room
 - And/or call a crisis hotline such as 512-472-HELP or 1-800-SUICIDE
4. Any information exchanged electronically or with the use of technology increases the risk of confidentiality breaches. No technology is 100% secure, and the therapist cannot guarantee protection from unauthorized attempts to access, use, or disclose personal information exchanged electronically.
5. Dr. Yolanda King, PsyD, LPC (Affirmative Transformation Services, LLC) does not provide crisis intervention, and email/cell phone texting is not a reliable way of obtaining urgent help from a therapist in an emergency.
6. If you are utilizing a telemental health platform for services, you must utilize the secure platform for communication.

Please note that while I use every precaution on my end to safeguard your information and identity, currently, texts and emails from yolanda.king@a-transformation.com, while made from password-protected tools, are not currently considered HIPAA compliant. All scheduling texts and information through the Client Portal are considered HIPAA compliant from my end; however, individuals having access to your email or phone may see these messages. If you have concerns with me communicating to you with any of the following methods, please let me know.

I would like to receive appointment reminder texts: ____ Yes ____ No

I would like to receive appointment reminder emails: ____ Yes ____ No

My therapist may call me at my home. My home phone number is: _____ Message Ok? Y N

My therapist may call me on my cell phone. My cell phone number is: _____ Message Ok? Y N

My therapist may call me at work. My work phone number is: _____ Message Ok? Y N

My therapist may send me text other than scheduling texts. ____ Yes ____ No

My therapist may send a fax to me. My fax number is: ____ Yes ____ No Fax# _____

In case of emergency, I prefer my therapist contact _____ at _____
Name Phone

I understand that e-mail made outside of the scheduling and client portals is not a completely private form of communication.

Client Signature

Client Printed Name

Date



SOCIAL MEDIA POLICY

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 in writing of any policy changes and make sure you have a copy of the updated policy.

American Counseling Associations' Ethics Code states under Section A.5.e. **Personal Virtual Relationships With Current Clients** - Counselors are **prohibited** from engaging in a personal virtual relationship with individuals with whom they have a current counseling relationship (e.g., through social and other media).

Fanning

I maintain a Facebook fan page to highlight various mental health issues for Affirmative Transformation Services, LLC. I request that you do not like, add, or comment on these pages. I feel when clients engage on these "fan" sites, their confidentiality is compromised. I feel it is best to be explicit to all who may view my list of Fans to know that they will not find client names on that list.

Friending

I will not accept "friend" requests on any social networking website from current or former clients. These sites include Facebook, Google+, LinkedIn, Instagram, etc. Despite the privacy settings available to members of these websites, a "friend" and any interactions are viewable to others within the network. I want to maintain your confidentiality and ensure the boundaries of our therapeutic relationship. This policy applies to family members and/or other supports that may enter into the therapeutic room with you.

Following

Affirmative Transformation Services, LLC maintains a business Twitter and Instagram accounts and blog posts on our website. These social media sites permit visitors to follow, comment, or link content to other sites. I will not accept "follow" requests from current or former clients on social blogging such as Facebook, LinkedIn, Instagram, or Twitter. I want to ensure your confidentiality and respect your privacy regarding your personal interactions, commentary, and views.

This policy also applies to any family member and/or support that may enter the therapy room.

Note that I will not follow you back. Casual viewing of clients' online content outside of therapy may generate confusion in our professional relationship. In addition, viewing your online activities without your consent and without our explicit arrangement towards a specific purpose could potentially have a negative influence on our working relationship. 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.

Online Interactions

Please do not use messaging on Social Networking sites such as Twitter, Facebook, Instagram, 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 or a former client. 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.

Search Engines

I am fully aware that clients or potential clients will utilize search engines to research professionals. I believe clients should be fully informed regarding their choice in health care providers. 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.

Business review sites

You may find my private practice on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other places that 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 my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client.

American Counseling Associations' Ethics Code states under Section C.3.b. **Testimonials**- Counselors who use testimonials do not solicit them from current clients, former clients, or any other persons who may be vulnerable to undue influence. Counselors discuss with clients the implications of and obtain permission for the use of any testimonial.

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. I urge you to take your own privacy as seriously as I take my commitment to confidentiality to you. 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.

If we are working together, I hope that you will bring your feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are in therapy with me wherever and with whomever you like. Confidentiality means that I cannot tell people that you are my client, and my Ethics Code prohibits me from requesting testimonials. But you are more than welcome to tell anyone you wish that I'm your therapist or how you feel about the treatment I provided to you, in any forum of your choosing. If you do choose to write something on a business review site, I hope you will keep in mind that you may be sharing personally revealing information in a public forum. 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.

Location-Based Services

If you used location-based services on your mobile phone, you might 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, Gowalla, Loopt, etc. 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 LBS app enabled on your phone.

I have read and understand the Electronic Communication and Social Media Policies. An electronic copy will be made available or print or email (by request).

Signature of Patient or Personal Representative

Printed Name of Patient or Personal Representative

Date _____

Description of Personal Representative's Authority
