

Ackerson and Associates
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Electronic and Social Media Policy

This document outlines the policies of Ackerson and Associates related to use of Social Media.

EMAIL

Email should primarily be used as a back up to leaving phone messages through our main telephone line for addressing administrative issues (i.e. canceling/rescheduling appointments). At times patients (usually parents and/or guardians) prefer to provide information prior to the appointment or have questions regarding medications. Submission of information or brief questions can be done via email although you are advised that any content sent via email not encrypted will not be completely secure or confidential. If you choose to communicate by email, be aware that all emails are retained in the logs of your and our Internet Service Providers. While it is unlikely anyone will be viewing these logs, they are, in theory, available to be read by the system administrator(s) of the Internet Service Provider. Please be aware emails received from you and any responses sent to you will be retained in the treatment record. Finally, the providers cannot attend to emails involving numerous and/or lengthy questions. If necessary please contact the office and set up an appointment with the provider to address such questions (please note there may be a consultation fee associated with such appointment).

FRIENDING

As a general rule we do not accept friend and/or contact requests from current or former clients on our personal social networking site (Facebook, LinkedIn, etc). It is our opinion that engaging in public online communication on these sites can potentially compromise confidentiality and our respective privacy. Such communication may also blur the boundaries of the therapeutic relationship. *We do, however, encourage and hope you will friend the Ackerson and Associates Facebook page that is regularly updated with helpful information, upcoming events involving our providers, and more!*

TEXT MESSAGING

Please do not rely on SMS (mobile phone text messaging) or messaging on Social networking sites such as Twitter, Facebook or LinkedIn to contact the providers. These messages are not secure and may not be read in a timely fashion. Additionally, utilizing this form of communication can compromise your confidentiality and can also create the possibility these exchanges become a part of your legal medical record and will be documented and archived in your chart.

QUESTIONS

If you have any questions or concerns about this office policy or regarding potential interactions on the Internet, please bring them to our attention so they can be discussed.