

Digital Policy

This document aims to address the possible issues which can arise from the use of digital communications and its evolving presence in our lives. If you have any questions or suggestions arising from this please bring them to your session.

Contact outside of sessions:

As a general rule I always advise clients to keep contact to within the therapy room as much as possible. However I am aware that this is not always possible. Please note that I tend to keep normal office hours (Mondays 9am-5pm) for running my private practice, so if you contact me on evenings or weekends I will not always be able to respond although I pick up messages intermittently throughout the week.

Email:

You may wish to contact me via email about non-confidential matters such as setting up or changing appointment times. I take action to protect security and confidentiality however security breaches can take place no matter the email so you may wish to avoid including any confidential material. Where possible it is best to keep these things for discussion between us in the therapy room.

Please be aware that all emails are retained in the logs of Internet Service Providers, which means that whilst it is extremely unlikely to happen, their contents are potentially accessible by system administrators. In addition there is always the risk of vulnerability to viruses and unintended forwarding or replication.

If you are very concerned about the confidentiality of your emails, you may wish to contact me by telephone instead.

Text Messages:

Text messaging can be very convenient for informing me about running late for a session or other similar reasons. For anything more involved or complex I would advise bringing the issue to our session, or if this is not possible then phoning me and leaving a message. As above please be mindful of what material you send which you may wish not to be recorded.

Digital communication that is admin based will be deleted, text or e-mails that have further content will be kept in line with professional guidelines for note storage. Other information such as dates and payment may be kept where I am legally required to keep a record of certain information such as for tax purposes.

Telephone and Skype:

At present I do not offer remote sessions via Skype or other video software. I do offer telephone sessions that can be agreed within the contract where appropriate.

Facebook:

I have a private Facebook account kept for my personal life. I aim to keep this as private as possible. It would not be appropriate for me to be Facebook 'friends' with former or current clients. Potentially there is the possibility of an unexpected overlap between social networks. If this is the case then it would be something we would need to discuss in our sessions together.

Google:

I am aware that you will likely have 'googled' me before we make contact. If you have any questions or queries arising from such searches then I suggest we talk about this together as soon as possible. As a general rule I do not 'google' clients as I believe information about you is best communicated directly from you.