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Social Media and Electronic Communication Policy

Due to the increasing use of social media and electronic communication, our expectations and habits about communication have changed over the past several years. I have written this policy to clarify for you how I use social media and electronic communication in the therapy setting.

Social Media:

I may use social media from time to time to list information about my practice. These posts will be strictly of a professional, not personal, nature. I do not “friend” clients on these sites, nor do I accept “friend requests” from clients. I do not check on client’s status or activities via social media or any other kind of electronic format. The information I gather about you is information we have discussed in session. I assume that you communicate with me what you want me to know – I do not go looking elsewhere for more information about you.

Email:

Successful therapy depends on knowing that what you say to me is private and confidential. Because email is not a secure medium and is easily misinterpreted, I prefer to communicate by phone or in person. The only correspondence I will send via email will be regarding scheduling and billing matters. I will not send confidential information via this format. Please be advised that if you choose to email me about information other than scheduling or billing matters, I will not respond to that specific information via email. I certainly will read your email but my reply will only reference scheduling or billing matters. You should be aware that I can not guarantee the privacy of the content of email you send to me.

Cell Phone:

I only give out my cell phone number in rare instances and usually only for building access for those arriving for an appointment when the lobby doors are locked. If you have my cell phone number, please only use it for this reason. I do not text clients as a general rule as I can not be sure that the cell phone receiving my text is located in a secure, confidential space.