



Email and Social Media Policy

This policy describes how we use email and social media. The most important thing to remember is that email and social should never be used for emergency communication - our email and social media accounts (and those of our clinicians) are **not** constantly monitored. If you have any questions about aspects of this policy please discuss them with your clinician.

Email

We prefer using email only to arrange or modify appointments. Email is not completely secure, so please do not use it to share private information. Any emails you send to your clinician will become part of your clinical file.

Our Facebook and Twitter pages

The OICBT has both a Facebook and a Twitter account. We use these accounts to provide general information about our practice as well as share general information related to mental health. We do not use these accounts to target specific users, clients, or potential clients. You are welcome to view our Facebook page and Twitter account, but we prefer that current and former clients do not interact with our pages (or those of our individual clinicians) in any way.

The OICBT and its clinicians do not accept friend or contact requests from current or former clients on any social media site. We will not respond to any friend or contact requests from clients, as this can compromise confidentiality and could influence the therapeutic relationship.

Online Reviews

We do not request testimonials. If you happen to write a review - positive or negative - on a site such as Google or RateMDs.com we cannot respond as it could violate your confidentiality. Of course, we encourage you to share your feelings about our services in person with your clinician.