



# Prism Mental Health Solutions Inc.

## Patient Social Media & Digital Communication Policy



*Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence*

### 1. Our Commitment to Your Privacy



Prism Mental Health Solutions Inc. (Prism MHS) respects your privacy and your freedom to use social media. We maintain professional online boundaries to protect your confidentiality and the therapeutic relationship. This policy explains how Prism MHS and its clinicians interact online; it does not restrict your lawful personal online activity.

### 2. Personal Social Media Connections



Clinicians do not initiate or accept personal friend, follow, connection, or similar requests from current patients through personal accounts. This boundary is not a personal rejection. You may view or passively follow publicly available Prism MHS or professional pages, when the platform allows, without establishing a personal relationship with your clinician.

### 3. Direct Messages Are Not a Care Channel



Social media direct messages, public comments, and personal accounts are not approved ways to communicate about appointments, symptoms, treatment, or private information. For routine written communication, use TherapyNotes secure messaging; for approved telephone communication, use the Prism MHS office telephone system. A message sent on social media may not be seen or answered.

### 4. Emergencies and Urgent Safety Concerns



Social media accounts and routine electronic messages are not monitored continuously and are not emergency response services. If you are in immediate danger or experiencing a medical emergency, call 911 or go to the nearest emergency department. For suicide or emotional crisis support in the United States, call or text 988.

### 5. Confidentiality in Public Online Spaces



Prism MHS clinicians and staff will not publicly identify you as a current or former patient or disclose information about your care. Even if you comment on a practice page, tag a clinician, or identify yourself publicly, we will not confirm a treatment relationship or discuss your care in a public forum.

## 6. Reviews, Feedback, and Testimonials



You may independently choose whether to post a review or describe your experience online. Prism MHS will not pressure you to provide a testimonial or review. Because of confidentiality obligations, we cannot respond to reviews by confirming whether a reviewer received services or discussing clinical details, even to correct a misunderstanding.

## 7. Photos, Recordings, and Shared Content



Prism MHS does not use patient stories, records, screenshots, images, audio, or video for social-media content without an appropriate lawful and authorized basis. Please avoid posting screenshots of private messages or other people's health information. If you have questions about recording or sharing material from a session, discuss them with your clinician first.

## 8. Online Interactions and Professional Boundaries



Public likes, tags, comments, or interactions can unintentionally suggest a therapeutic relationship. Clinicians therefore limit direct public engagement with patients and do not use social media to develop friendships or personal relationships. Information posted on public professional pages is general education, not individualized treatment advice.

## 9. Finding Information About Your Clinician



You may encounter publicly available information about your clinician. Personal online content does not necessarily represent Prism MHS. If something you encounter online raises questions or affects your comfort in treatment, you are welcome to discuss it during a session.

## 10. Questions and Concerns



If you have concerns about online privacy, an unexpected digital interaction, or a communication boundary, please raise them with your clinician or contact Prism MHS through its approved office communication channels. Concerns may be raised without retaliation.