



Comprehensive Psychiatry Group, Inc.

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& Clinical Associates

Social Media Policy

This document outlines Comprehensive Psychiatry Group's policies as it relates to our use of social media and how we conduct ourselves as mental health professionals. Please review it to better understand what to expect about how we use electronic media and any internet based platforms. If you have any questions about the information herein, please discuss them with your CPG Clinician.

Website Access - CPG's website (www.cpgboardman.com) was designed, implemented and is regularly updated and maintained in order to provide potential / existing patients about the variety of behavioral health services that are available at our office. On this website, potential patients can access information about the clinical staff, get directions to our office, complete a satisfaction survey, and complete, download, and submit all New Patient Paperwork Forms to CPG to ease the new patient registration process and expedite the scheduling of a new patient appointment.

Electronic Communication - Emails, cell phones, computers and faxes are not private and all patients should know that no form of electronic patient communication can be guaranteed to be 100% private. CPG utilizes remote server access (i.e. no patient data is stored directly on the clinician's computer), and all electronic data must pass through a firewall in effort to protect patient confidentiality. CPG contracts with Security Metrics who routinely inspect our electronic processes and completes routine external vulnerability scans to ensure that we are as protected as possible from outside threats that could compromise patient confidentiality. CPG utilizes an interactive email / text system for appointment reminders. Most patients find this very helpful, but each patient is given the choice to opt out of this service (just let your provider know that you do NOT wish to utilize this service). CPG staff may selectively use electronic means of communication (email / text / telehealth) in order to communicate with patients but ONLY if the patient / guardian have been educated to the inherent risks involved in this type of communication and grants approval despite these risks. Despite all the precautions that CPG takes, conversations can be overheard; emails / texts / faxes can be sent to the wrong recipient and phone calls can be listened to by others. Any patient that wishes to communicate with CPG clinical staff via one or more of these forms of electronic communication does so with the understanding that CPG cannot guarantee the confidentiality of these forms of communication and CPG will assume that the patient has made an informed decision to communicate in this manner and will view it as the patients agreement to assume the risk that such communication may be intercepted.

Social Media Searching - The staff of CPG do NOT access social media sites (Facebook, Twitter, Snapchat etc.) in order to verify the identity of a given patient or to "checkup" on them. The staff of CPG do not "Friend" / "Follow" / "Like" patients or their posts on the patient's own social media sites,

(nor do we solicit friend requests from any of our patients on our own social media sites) as we believe that doing so can compromise the patient's right to confidentiality and privacy.

Requests to follow a patient on any social media platform (including more supposedly professional platforms such as LinkedIn) will be ignored in order to safeguard your confidentiality. If the patient has any questions about this, they are encouraged to speak to their clinician about them.

Telehealth Services – CPG utilizes the platform of Doxy.me for its telehealth services. (Doxy.me is HIPAA, GDPR, PHIPA / PIPEDA, & HITECH compliant and they meet worldwide security requirements). Should a patient decide that they wish to engage in Telehealth service, after having been educated to the pros and cons of such services, the patient understands that CPG cannot 100% guarantee the confidentiality of their appointment despite the above referenced security protocols.

Location-Based Services – If any patient uses location-based services on their mobile phone / tablet etc., they need to be aware of the privacy issues related to using these services. CPG does not place its practice as a check-in location on any sites. However, if the patient has GPS tracking enabled on their device, it is possible that others may surmise that they are receiving behavioral health counseling or medication management services due to regular check-ins at the practice.

Business Review Sites are Not an Effective Place to Voice Your Complaint – Patients may find the practice of Comprehensive Psychiatry Group listed on sites such as Google, Bing, Yelp, Healthgrades etc. Some of these sites include a forum in which users can rate their providers or the services they received at the practice. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business had added itself to the site. If a patient should find a listing for Comprehensive Psychiatry Group on any such site, please know that this is NOT our request for a testimonial, rating, or endorsement from you. Patients of course have the right to express themselves and their opinions on any sight they wish. But due to confidentiality laws, all patients must know that we will NOT respond to any comments made on such sites, regardless of whether the comment is positive or negative. If a patient chooses to leave a review, we want them to be aware that they may be revealing personal information in a public forum. For that reason we encourage patients to create a pseudonym that is not linked to their regular email address for their own privacy and protection.

Our patient's satisfaction is important to us and if any patient has a complaint and wishes CPG to address it, there exists a Patient Concern and Complaint Form that can be completed and submitted to CPG so that the concern / complaint can be reviewed and addressed as needed. We also always encourage patients to provide their clinician with direct feedback, good or bad, so that we can be aware of our opportunities for improvement and take the necessary corrective action when possible.

If a patient feels that their clinician has done something harmful or unethical and does not feel comfortable addressing it with the clinician directly, they can contact one of the appropriate licensing boards listed below:

**State of Ohio Counselor, Social Worker,
Marriage and Family Therapist Board**
77 S High St 24th Floor, Room 2468
Columbus, OH 43215

State of Ohio Medical Board
30 E. Broad Street, 3rd Floor
Columbus, OH 43215

State of Ohio Nursing Board
17 S High St #660
Columbus, OH 43215

State of Ohio Psychology Board
77 S High St # 1830
Columbus, OH 43215

Conclusion – Thank you for taking the time to review Comprehensive Psychiatry Group’s Social Media Policy. If you have any questions or concerns about this policy, please bring them to the attention of your clinician.

Acknowledgement of Receipt / Review of Social Media Policy

By signing below I am indicating that I have reviewed this document, and that I understand the Social Media policy of Comprehensive Psychiatry Group. I have been offered a printed copy of the Social Media Policy and all questions regarding this policy have been answered to my satisfaction.

Patient / Guardian Printed Name

Parent / Guardian Name
(if patient is a minor child)

Date