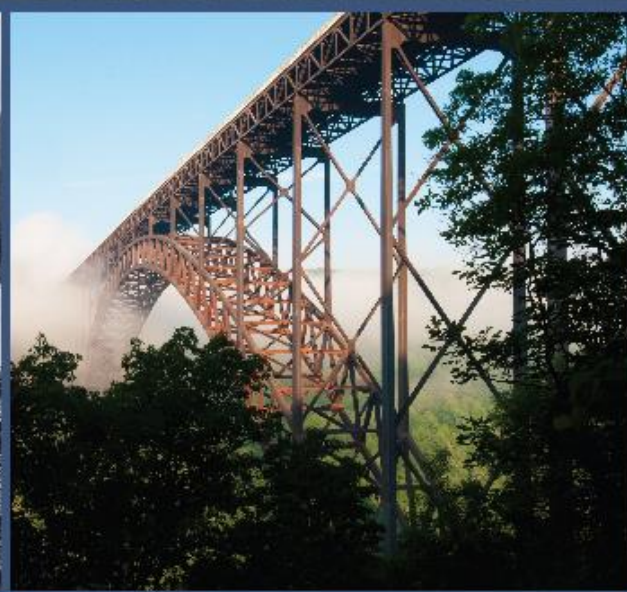
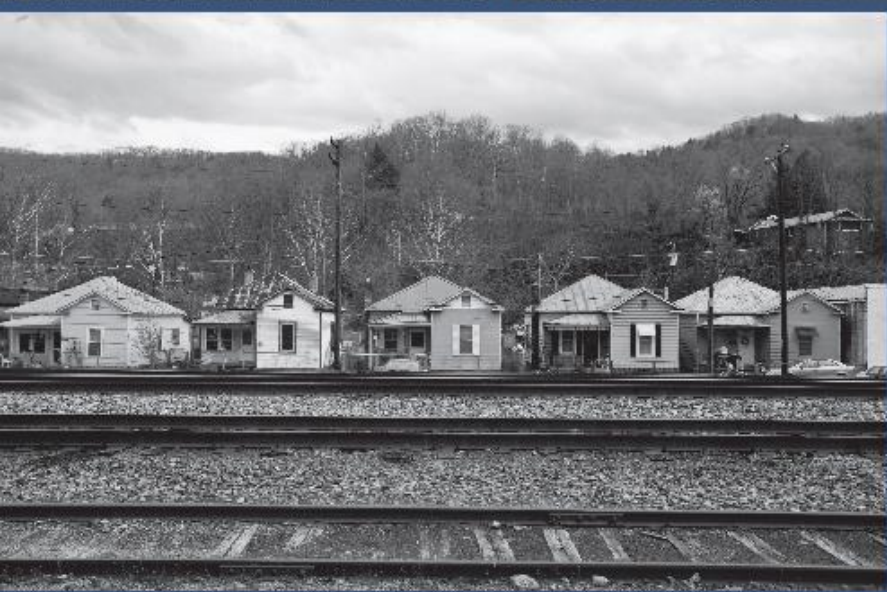
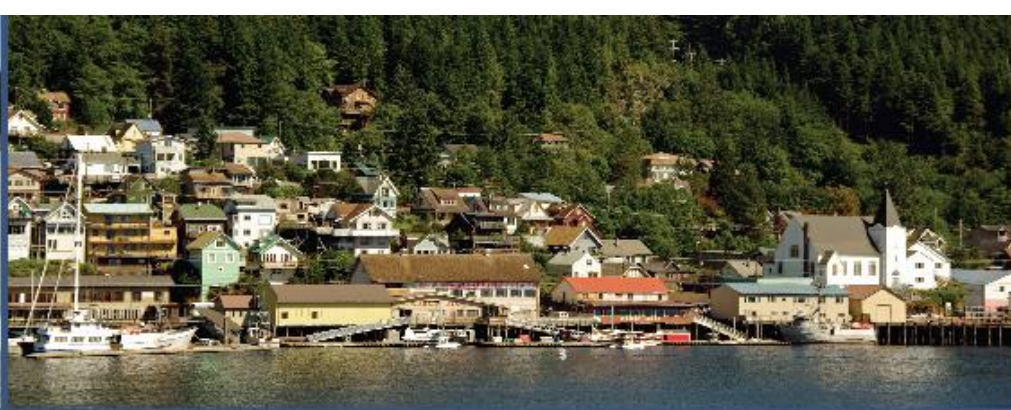


New Counseling Dilemmas in the Digital Age



Mark Disselkoen, MSW, LCSW, LADC
Project Manager, CASAT/UNR





National Frontier and Rural

ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

www.nfarattc.org

Use of technology by counselors

- is increasing
- presents unique ethical dilemmas



Presentation Outline

- 1. Introductions**
- 2. Technology and Social Network Sites**
- 3. Ethics**
- 4. Counselor Self-Disclosure**
- 5. Self Disclosures in Age of Internet**
- 6. Privacy & Security**
- 7. Social Media Policy Issues**
- 8. Clinical Supervision & Technology**
- 9. Ethical Reasoning**



3 waves in the advancement of technology

McMinn, Buchanan, Ellens, and Ryan (1999)

In 1999 experts predicted advances in technology for therapists/counselors

- 1.** fax machines, word processors, answering machines, and voice mail machines
- 2.** Enhancement of test administration, scoring, and interpretation
- 3.** use of telephone, e-mail, and chat rooms

**Did we have ethical codes
regarding using fax machines
or voice mail ten to fifteen
years ago?
AND NOW.....**





The Web, Cell Phones, and Social
Network Sites have **impacted** the
practice of counseling/psychotherapy

IMPACT



Practitioners are vulnerable to being **blindsided** by NEW ethical dilemmas

Crowley & Gottlieb, 2012

“Why did I not see this coming?”



Some Professionals Are....

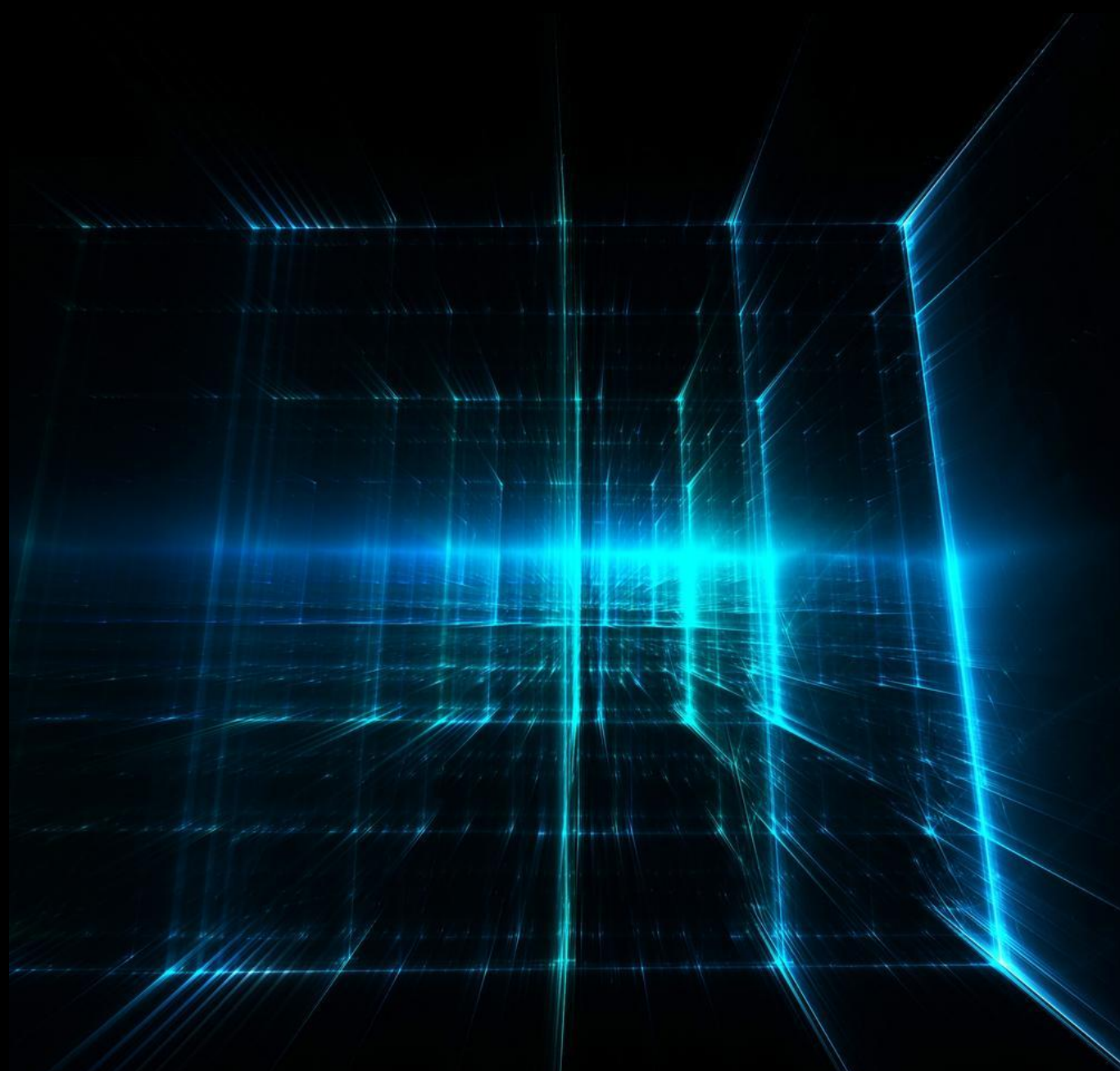
ethically astute, but struggle to keep up with the technology.....

comfortable with technology but less familiar with ethical codes



UNETHICAL
UNETHICAL
UNETHICAL
ETHICAL

Adapting to the
new culture wisely will necessarily
involve both **understanding the
ethical principles** themselves as
well as **developing competence
in the technology** of the
burgeoning digital culture



DIGITAL



Technology has invaded our lives



Digital Immigrants

(Zur, 2012; Prensky, 2001)

(Zur, 2012; Prensky, 2001)



Digital Natives

“native speakers” of the digital language of computers, cell phones, video games and the Internet

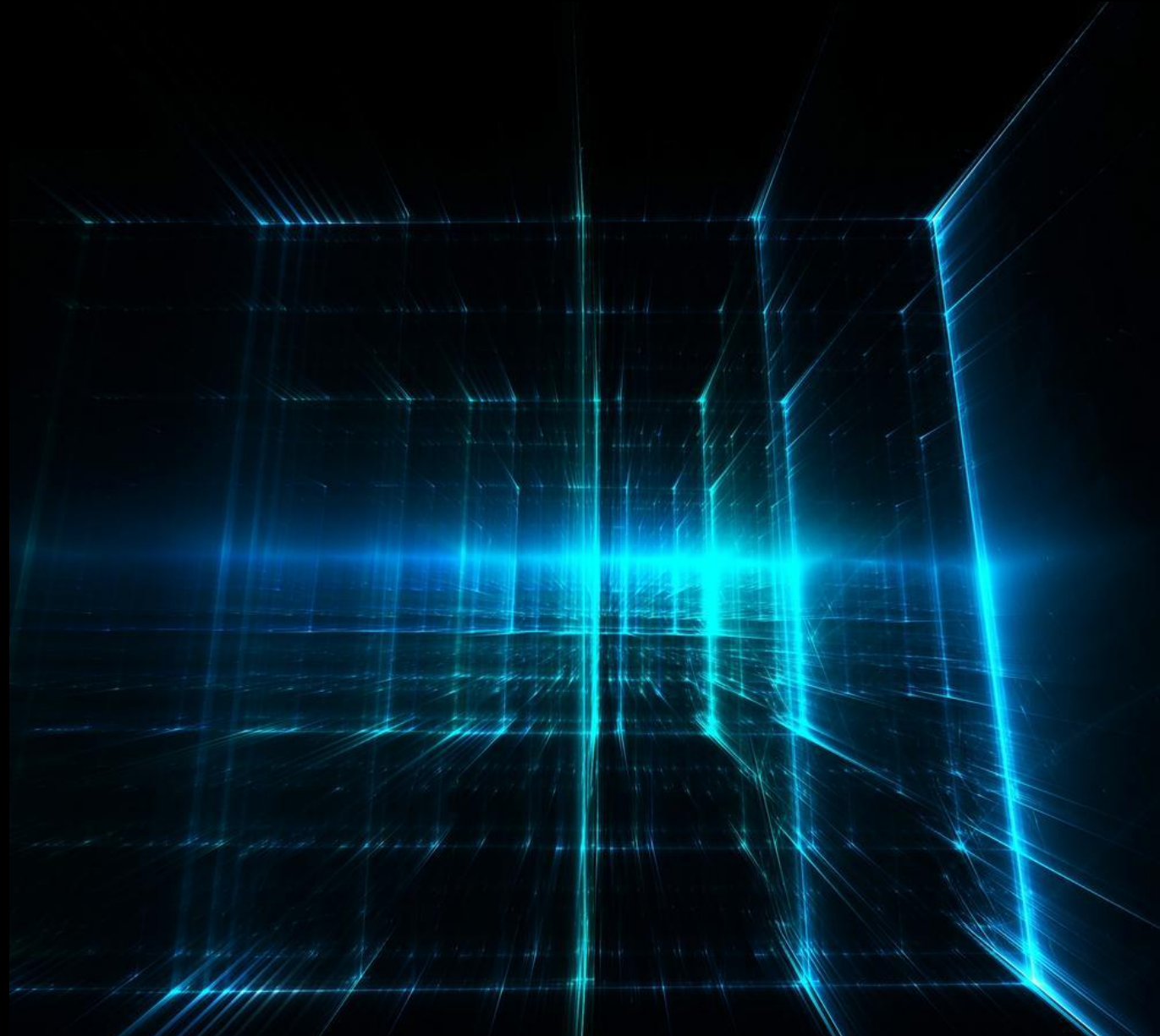
As Digital Immigrants learn – like all immigrants, some better than others – to adapt to their environment, they always retain, to some degree, their "accent," that is, their foot in the past.

What is Your Digital
Accent



**I am a digital
immigrant....**

Digital Accent....



SOCIAL MEDIA

Social media is a broad term that refers to online forms of communicating that any individual can employ as opposed to 'industrial media' which refers to professionally-produced radio, television, and film.

<http://www.pcmag.com/encyclopedia/term/61162/social-media>

(Kaplan & Haenlein, 2010)

<http://www>

Web
Cell phones
Social Network Sites

Use of the Internet



A person in a grey suit is seen from behind, using a white paint roller to apply white paint to a dark grey wall. The paint forms a large, stylized 'WWW' that spans across the width of the wall. The person is standing on a wooden floor.

80% of Americans
use the Internet

(Pew Report, 2012)

The internet as diagnostic tool...

1



59% of U.S. adults have looked online for health information in the past year.

2



35% of U.S. adults say they have used the internet to try to figure out what medical condition they or another may have. We call them "**online diagnosers.**"

3



53% of online diagnosers talked with a clinician about what they found online.

4



41% of online diagnosers had their condition confirmed by a clinician.

Peer-to-peer healthcare

1



Among online health information seekers, **16%** in the past year tried to find others who might share the same health concerns.

2



30% of internet users have consulted online reviews or rankings of health care services or treatments.

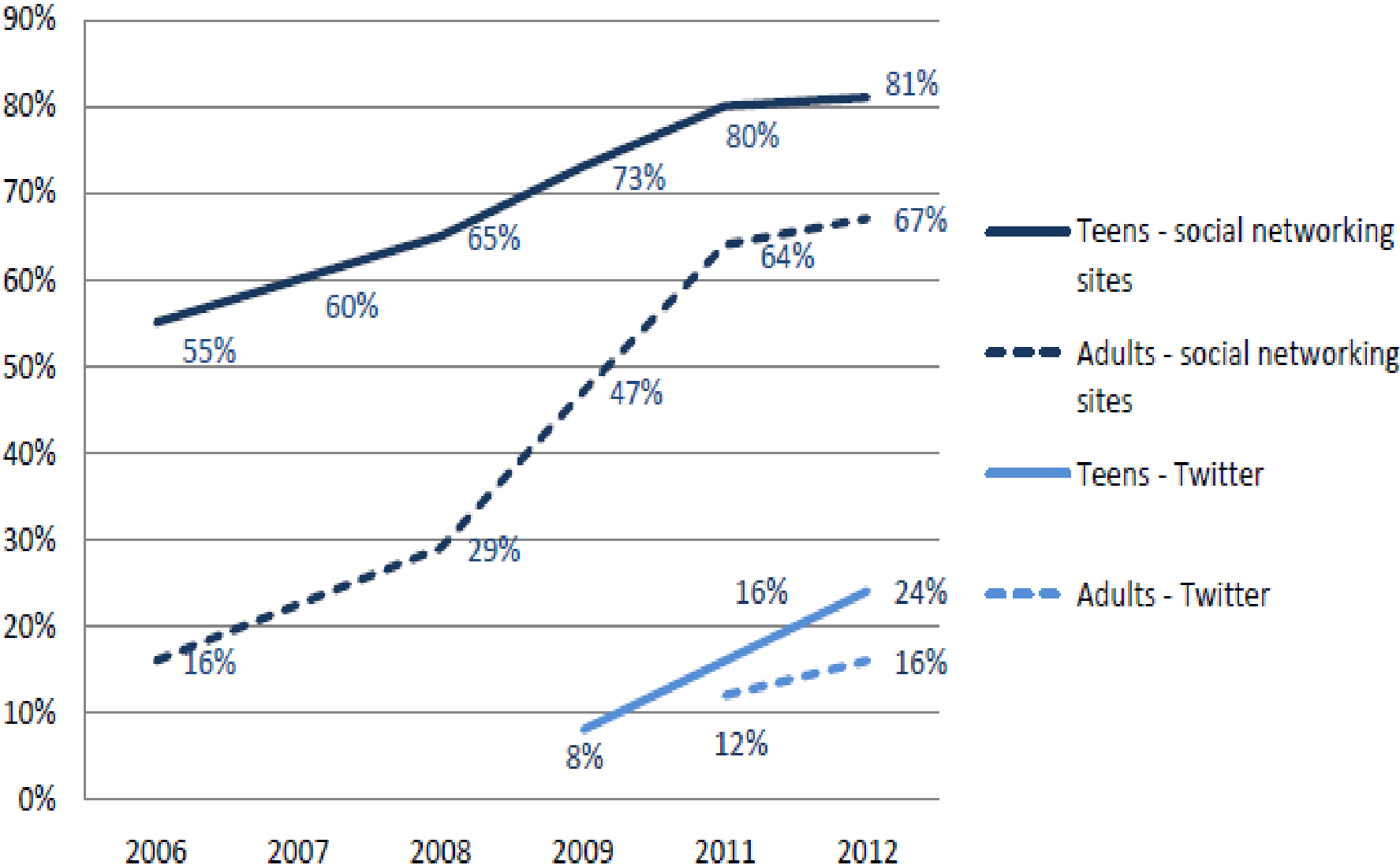
3



26% of internet users have read or watched someone else's experience about health or medical issues in the past year.

Teen and adult use of social networking sites and Twitter – change over time

% of teen and adult internet users who use social networking sites or Twitter, over time



Source: Pew Research Center, 2012



Use Cell Phones & Text Messages

85% of American adults
have cell phones



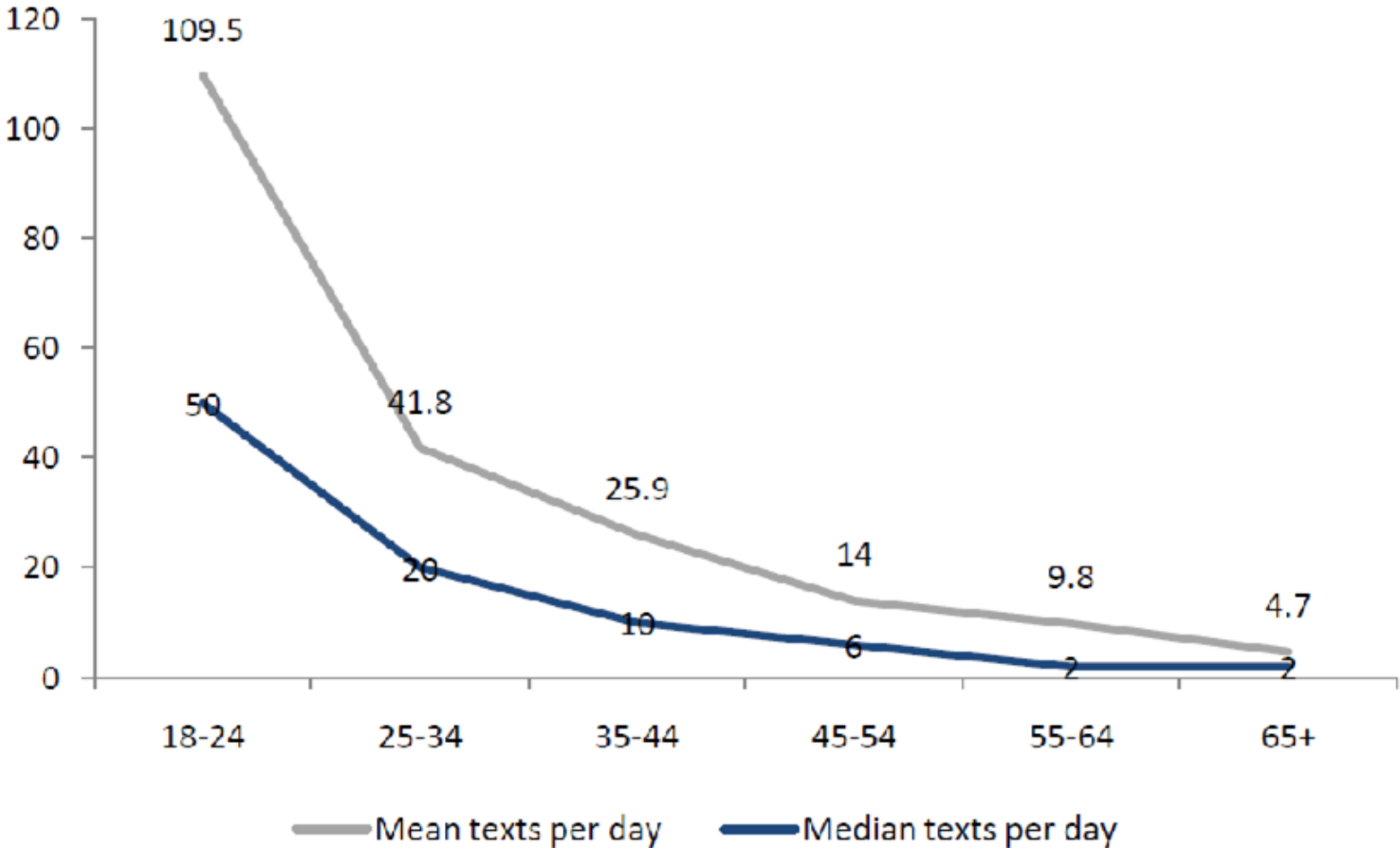
53% have smart phones

(Pew Report, 2012)

To put these numbers in comparison, the average of 109.5 texts per day among 18-24 year olds is more than double the comparable figure for 25-34 year olds, and twenty-three times the figure for text messaging users who are 65 or older.

Number of texts sent/received per day, by age group

Based on adults who use text messaging on their cell phones



Over half have gathered health information on their phones



Almost 20% have a health app

**Americans now spend an average of
34 hours per month using mobile apps
and mobile web browsers**


**but only 27 hours a month
getting online with their
PCs**

29% Americans own a tablet

Digital Consumer Report, 2013

average American owns four tech devices.



A person wearing a dark blue V-neck t-shirt is holding a black smartphone with both hands. The person's face is not visible. The background is a soft, out-of-focus light color. Overlaid on the image is the text "80% send and receive text messages".

80% send and receive
text messages

(Pew Report, 2012)



Social Network Site-A Web site that provides a venue for people to share their activities with family, friends and colleagues or to share their interest in a particular topic.

Facebook, Google+, LinkedIn and Twitter are the leading social sites.

<http://www.pcmag.com/encyclopedia/term/55316/social-networking-site>

SNSs are a specific type of social media that allow individuals to:

- construct a public or semipublic profile within a bounded system**
- articulate a list of other users with whom they share a connection**
- view and traverse their list of connections and those made by others within the system**

Examples of Social Network Sites

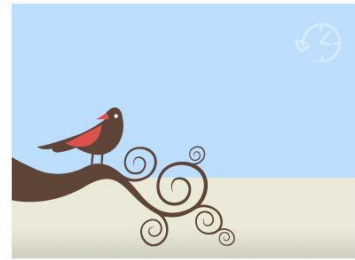
- Facebook
- LinkedIn
- Instagram
- Pintrist
- Virtual Worlds
- Blogs
- Micro Blogs-Twitter
- Counselor List Serves



flickr

twitter

Twitter Quiet Time



Ahoy! Twitter's in for a database upgrade on Saturday, March 1, 2008 from 6:00 PM PST to 8:30 PM PST. Thanks for your patience!

digg

digg



BlackPlanet.com
THE WORLD IS YOURS

MEET MEMBERS
EXPRESS YOURSELF
CONNECT WITH FRIENDS



my batanga

one, guest! Log in or Sign up Help

eons my eons profile explore groups people

explore » BOOMs Photos Videos LifePath Blogs

eons We're the online community for BOOMers!

- Stay in touch with your friends and make new ones
- Join or start Groups to fuel your passions and interests
- Play games, build your brain, and have fun!

Sign up today -- it's fr

glee GAY, LESBIAN, & EVERYONE ELSE.

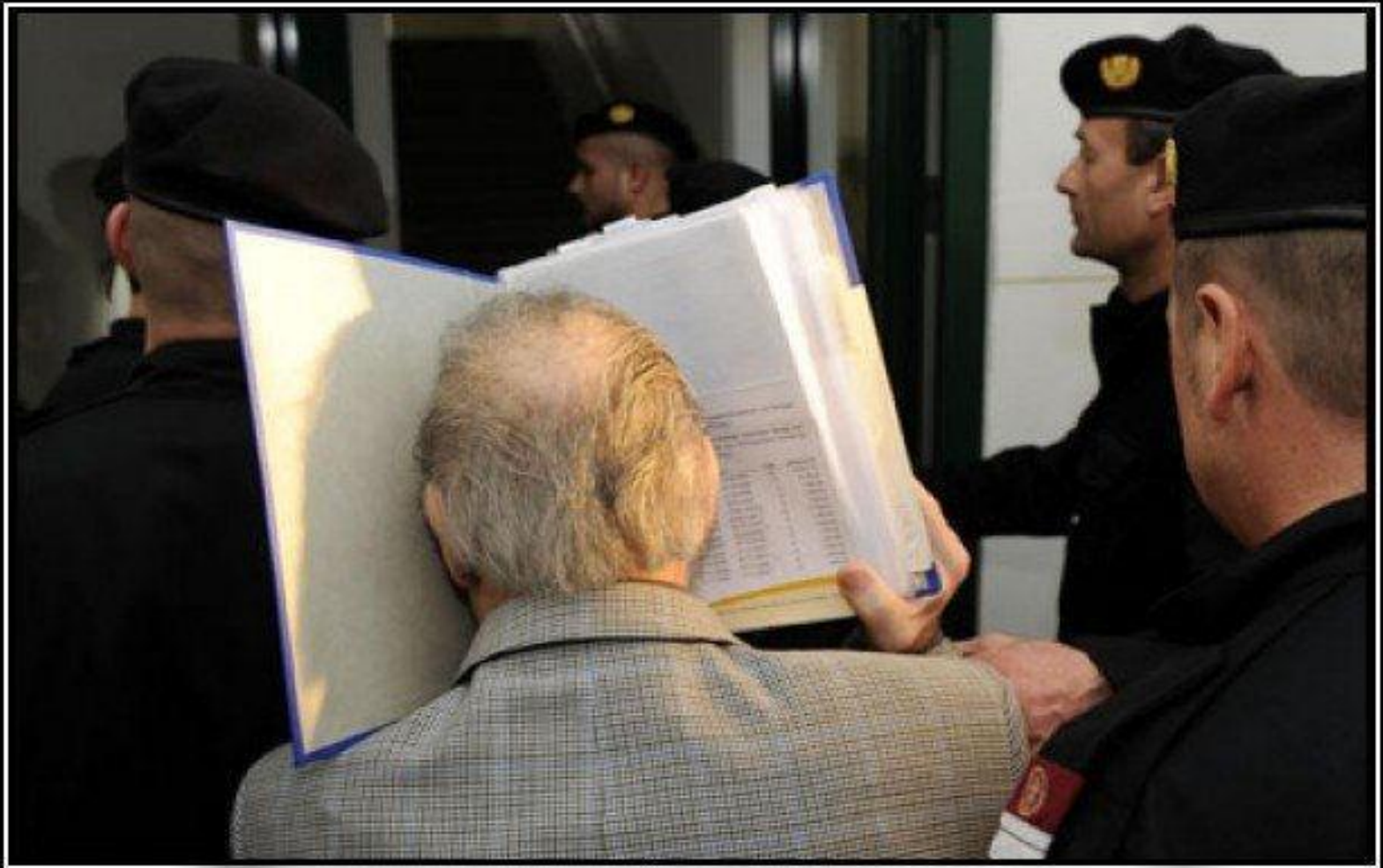
YOUR. ONLINE. SOCIAL. ALTERNATIVE.

facebook®

continued to lead

as the No. 1 U.S. social networking site

May 2013 <http://expandedramblings.com/index.php/resource-how-many-people-use-the-top-social-media/>



FACEBOOK

You're doing it wrong.



200 million users-May 2013



Instagram

Fast beautiful photo sharing



Pinterest

1 articles! try



Business Review Sites



78 million users-30 million reviews

<http://expandedramblings.com/index.php/resource-how-many-people-use-the-top-social-media/>

YELP Review Site

psychologists San Francisco, CA

1 to 10 of 343 - Results per page: 10

Hide Filters

Sort By

- » Best Match
- Highest Rated
- Most Reviewed

Neighborhoods

- Presidio Heights
- Pacific Heights
- Marina/Cow Hollow
- Financial District
- ... More Neighborhoods »

Distance

- » Bird's-eye View
- Driving (5 mi.)
- Biking (2 mi.)
- Walking (1 mi.)
- Within 4 blocks

Features

- Offering a Deal
- Open Now (6:27 pm)
- By Appointment Only

Category

- Counseling & Mental Health
- Psychiatrists
- Medical Centers
- Health & Medical
- ... More categories »



TLC Clean & Sober Living Homes

Categories: Counseling & Mental Health, Rehabilitation Center
Neighborhood: Noe Valley

Noe Street
San Francisco, CA 94131
(800) 852-7374

Yelp Ad



This house is a must see!! It is spectacular! Each TLC house has a distant personality in decor and atmosphere. This one is no different. Overlooking the entire bay, the views of the city are stunning...
[read more »](#)



1. Rodney Karr, PhD

Category: Counseling & Mental Health
Neighborhood: Lower Haight

★★★★☆ 4 reviews
290 Divisadero St
San Francisco, CA 94117
(415) 931-1934



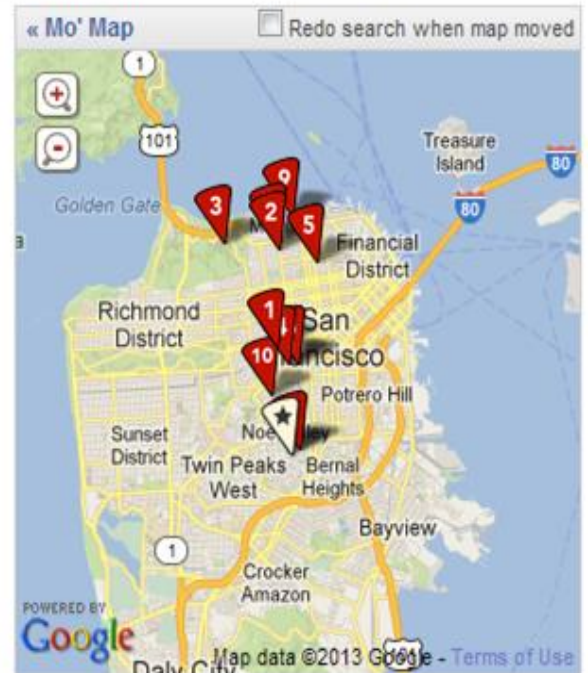
Dr Karr is a very compassionate and caring therapist and **psychologist**. I have seen several mental health professionals in my life, and he has, by far, helped me the most. He incorporates both traditional and non



2. Jennifer J Gans Psychologist

Category: Counseling & Mental Health
Neighborhood: Marina/Cow Hollow

★★★★☆ 6 reviews
2250 Union St
San Francisco, CA 94123
(415) 244-7711



Ads by Google

Psychologists San Francisco

Dr. Jacinta Jimenez Stanford Trained Psychologist

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MASTERS IN COUNSELING

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EMPLOYMENT

PROGRAMS



[Three Ways Social Media Can Benefit You](#)

Posted on [May 2, 2013](#) by [Barb](#)

Social media can be beneficial to both counselors and clients, but only if it is used properly. In this post, I will discuss the benefits, and in next week's post I will discuss the drawbacks.

[Continue reading →](#)

Posted in [Counseling](#), [Education](#) | Tagged [benefits of social media](#), [social justice](#), [social media in counseling](#) | Comments Off

[How Crisis Counselors Can Be Helpful](#)

Posted on [April 30, 2013](#) by [Barb](#)

This week's post will discuss specific ways in which crisis counselors can be helpful.

[Continue reading →](#)

Posted in [Counseling](#), [Education](#) | Tagged [crisis counseling](#), [how to be helpful in a crisis](#) | Comments Off

Welcome To Masters In Counseling.org Blog!



Barbara LoFrisco holds a master's degree in Rehabilitation and Mental Health Counseling from the University of South

Florida. She is also a licensed mental health counselor, licensed marriage and family therapist, and certified sex therapist. Currently, she helps individuals and couples with anxiety, depression, relationship and sexual issues in her private practice in the Tampa, FL area. She is also a full-time doctoral student and teaching assistant in the Counselor Education department at USF. One of her research interests is social media, and she recently co-authored an article in Career Development Quarterly on how



School Counselor Blog

www.schcounselor.com

School Counselor Blog

5,205 likes · 128 talking about this

Like Message

Education Website
www.schcounselor.com



5,205



4

About - Suggest an Edit

Photos

Likes

Pinterest

YouTube

Highlights

Post Photo / Video

Write something...

Post

Recent Posts by Others on School Counselor Blog See All

Cindy Corsi
@ https://www.facebook.com/groups/200928953296618/Pl...
5 hours ago

Germany Dixon
@ Germany posted a photo.

Create Page

\$99.99 for a new HTC One. New lines only. Bring your number to Sprint. Restrictions apply.

5 free gigs in the cloud



New from LogMeIn, cloud storage done right. Get five free gigs, now!

Now

- 2012
- 2011
- 2010
- Created

Blogs



Looking for a Drug Rehab? Call Today.

Talk With Our Residential Program Advisors – Free Call, 24/7

 **Treatment Center Hotline**

1.866.605.7730

I drink too much – What do I do?

Monday, May 6th, 2013



If you find that you drink too much, you can try to stop drinking. Or get an assessment. More tips on how to manage problem drinking here.



[click to continue...](#)

What is ecstasy withdrawal?

Sunday, May 5th, 2013





Although long term use of MDMA is uncommon, withdrawal can occur after periodic use of ecstasy. More on ecstasy withdrawal here.



[click to continue...](#)

Our mission: To incite intelligent communication about the trends and discoveries in the treatment of addiction.

 +1 +28 Recommend this on Google

 Like  674 people like this. Be the first of your friends.

Documentary Film @ Pain Killers

NEW! PainKillers documentary addresses the pain pill epidemic sweeping across America. To learn more, visit the team's [Indiegogo](#) and [Facebook](#) pages.

Have You Tried K2?

Want to be on TV? If you are a teen, share your testimonial with [divinamims \[at\] gmail](mailto:divinamims@gmail.com) or call (404)-827-4536 for more.

Email Updates

Recent Comments

- **Wyatt:** And one other thing I know I'm not a doctor but maybe your brain has just not so use to the adderall.

Dr. Keely Kolmes

[about](#) | [press](#) | [psychotherapy](#) | [for clinicians](#) | [speaking](#) | [research](#) | [blog](#) | [shop](#)


Mindful Musings

My Mindful Musings about mental health issues and other therapy-related things. If there is something you'd like me to blog about, send me an email and let me know. And I very much enjoy receiving comments on my posts.

[Articles For Clients](#) is a compilation of my posts for consumers of psychotherapy services.

[Articles For Clinicians Using Social Media](#) is a compilation of my posts for mental health professions on the Internet.

[Subscribe to Mindful Musings by Dr. Keely Kolmes by Email](#)

 [Subscribe to this blog](#)

Polyamory Presentation at the Multicultural Summit | Guest Post
by Ryan Witherspoon, MA

March 11th, 2013

 Like { 0 }  Tweet { 2 }  Share

This is a guest post by Ryan Witherspoon, MA. Ryan is a psychology graduate



CONTACT

Keely Kolmes, PsyD

[CA License: PSY21284](#)

220 Montgomery Street, Suite 400
(between Pine and Bush) [\[MAP\]](#)
San Francisco, CA 94104

Phone: (415) 501-9098

Email: drkkolmes@hushmail.com

Twitter: [@drkkolmes](#)

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tumblr

170 million users-100 million blogs

Already on Tumblr? [Log in](#)

tumblr.

Follow the blogs you've been hearing about.
Share the things that you love.

[Sign up and start posting](#)

Welcome home

Follow the people and topics you care about. Add your voice to the mix.

<http://expandeddrablings.com/index.php/resource-how-many-people-use-the-top-social-media/>

Since clients are likely to use SNSs it may be helpful for counselors/therapists to understand the phenomena of SNSs, even if they do not participate themselves [\(Myers et al., 2012\)](#)



ETHICS

**Ethical Codes and Licensing Boards
Haven't Caught Up
With the TECHNOLOGY**

eThiCS

In Some Cases..Provide Little Guidance



4 types of rural dilemmas that involve multiple-role relationships

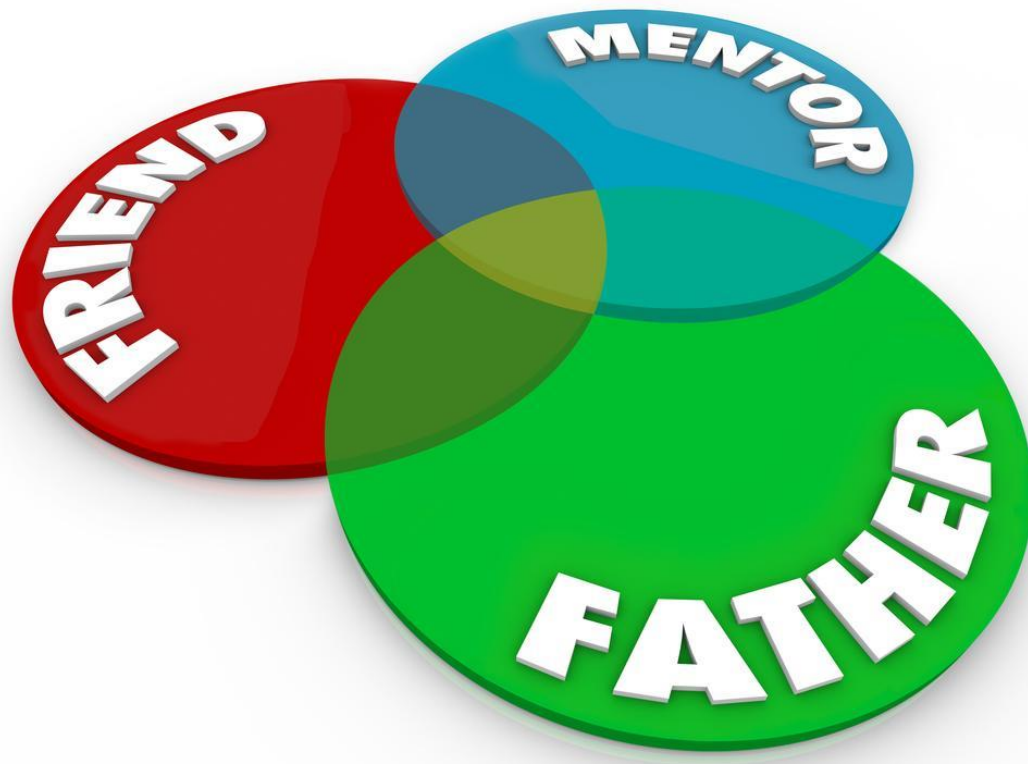
Schank and Skovholt (1997)

Overlapping social relationships



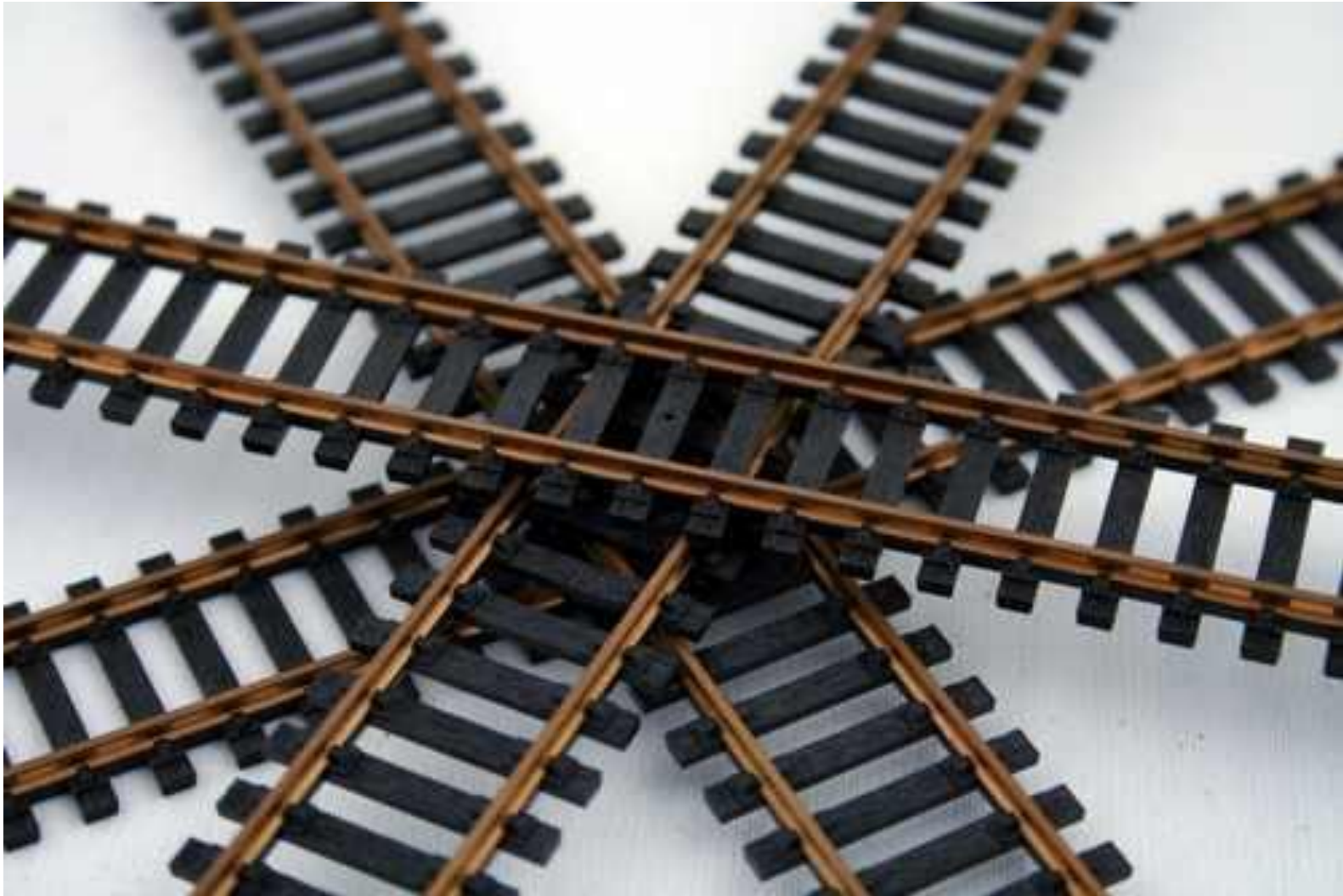
Overlapping Professional/Business Relationships





**overlapping
relationships
involving the
psychologists'
family**

overlapping relationships involving the psychologists' clients with other clients



Rural areas and Social Network Sites are characterized by:

- pervasive incidental contact**
- inevitable self-disclosure**
- unavoidable multiple relationships**

For example, just as transparency in rural communities may involve increased knowledge of a psychologist's whereabouts some SNSs tag photos with exact GPS coordinates of where they were taken

(Nicholson, 2011)





**Technology has redefined the process
of Counselor Self-Disclosure**



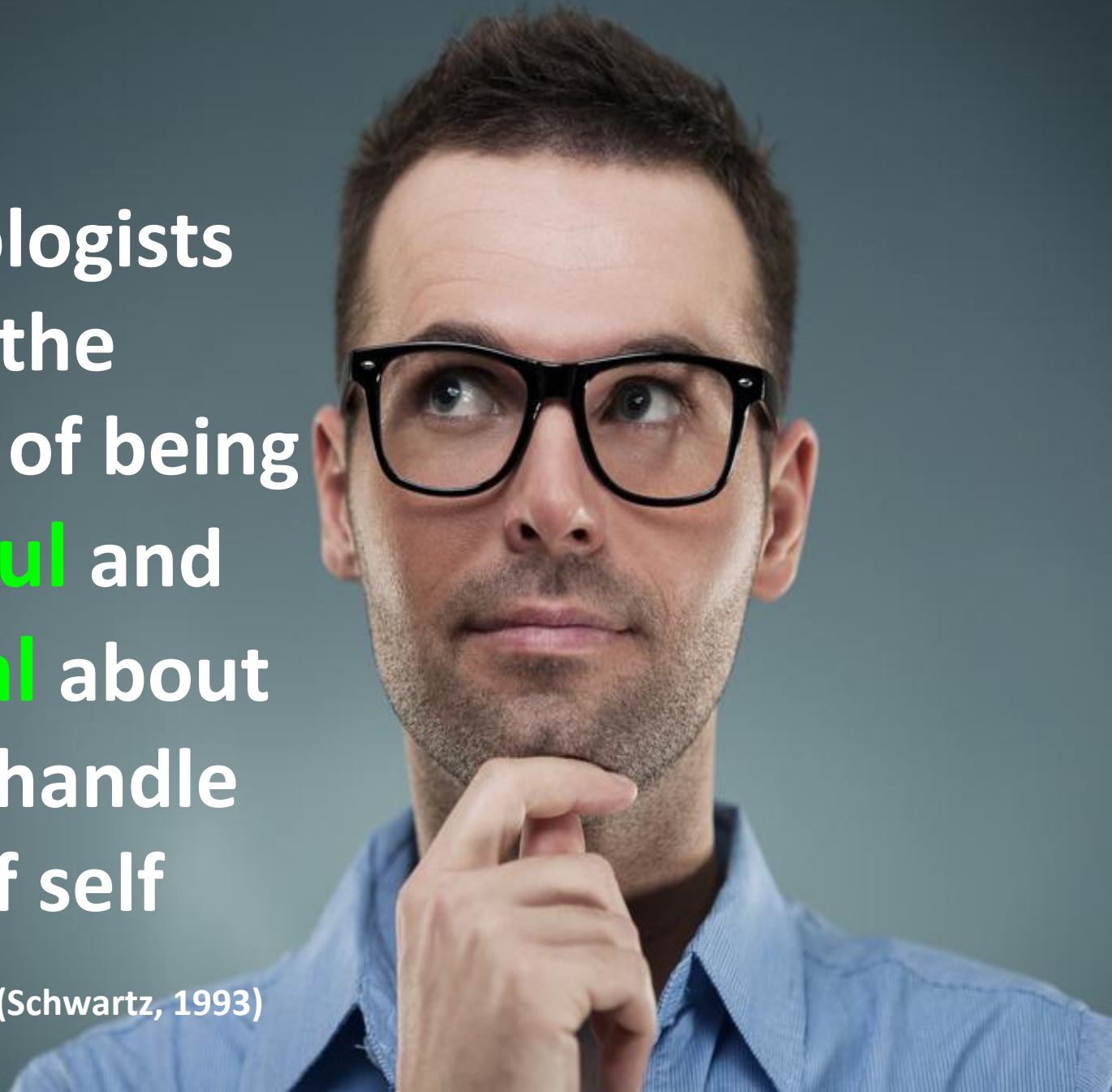
**Counselor
Self Disclosure**

Self-disclosure in psychotherapy is defined as the revelation of personal rather than professional information by a psychotherapist to a client. Zur, et al., 2009

"All disclosures reflect decisions about the boundaries between the private self and the outer world."



All psychologists
affirm the
importance of being
thoughtful and
intentional about
how they handle
issues of self
disclosure. (Schwartz, 1993)



Problems with Counselor Self Disclosure

Lost focus (e.g., disclosures that divert the interview from the experience of the client to the experience of the counselor)

Inappropriate timing (e.g., disclosures that slow the development of or abort the therapeutic relationship)

Duration (e.g., disclosures of excessive length that constitute a form of introspective disengagement on the part of the counselor)

Problems with Counselor Self-Disclosure

Immediacy e.g., communicating current experiences from the counselor's personal life about which the counselor lacks objectivity and emotional control)

Inappropriate levels of intimacy (e.g., excessively intimate disclosures that diminish a client's feelings of physical and psychological safety in the service relationship or diminish the client's confidence in the abilities of the counselor)


Cultural violation (e.g., disclosures that violate cultural etiquette)

Psychotherapists' Self-Disclosure

- Unintentional
- Deliberate
- Accidental
- Verbal
- Nonverbal
- Avoidable
- Unavoidable

Counselor Self-Disclosure

- **BENIGN**
- **APPROPRIATE**
- **INAPPROPRIATE**



Interesting professional and ethical challenges
as the distinctions between private and public
information blurs (Behnke, 2008).



**Many Social Network users are communicating in their virtual underwear with few inhibitions” (p.45) (Van Allen & Roberts, 2011
Rosenblum, 2006)**

Research found that 60% of medical schools in the sample had

Medical students posting unprofessional online content including:

- disclosure of patient confidentiality**
- profanity**
discriminatory language
- depiction of intoxication**
- sexually suggestive material**

Intertwining of the Internet and clinical practice



Even when a psychologist creates concrete guidelines for himself or herself around the area of self-disclosure, the Internet can potentially counteract even the best of intentions on the part of an ethical psychologist.



**“Nothing that enters cyberspace is
ever completely secure”**

Collins(2007)

Clinicians must be aware that **all**
their online postings, blogs, or chats
may be viewed by their clients and will
stay online, in some form, forever



Need to examine psychologists' personal use of SNS outside of the therapy hour and its impact on psychologists' reputation and credibility (Van Allen & Roberts, 2011)

Certainly, we need to be thoughtful about what we post online and careful about whom we grant access to our personal information



Questions to Ask Yourself Before Posting

What are the costs and benefits of posting the information?

Is there a high probability that clients will be significantly and negatively affected?

How will the disclosure affect my relationship with my clients?

Does the disclosure threaten my credibility or undermine the public's trust in the field of counseling?

Counselors Should Not POST

- **post client information**
- **disparaging comments about colleagues or client groups**
- **unprofessional media (e.g., photographs and/or videos that undercut the reputation of psychological practice)**
- **comments about litigation in which one is involved**

Ethical Reasoning

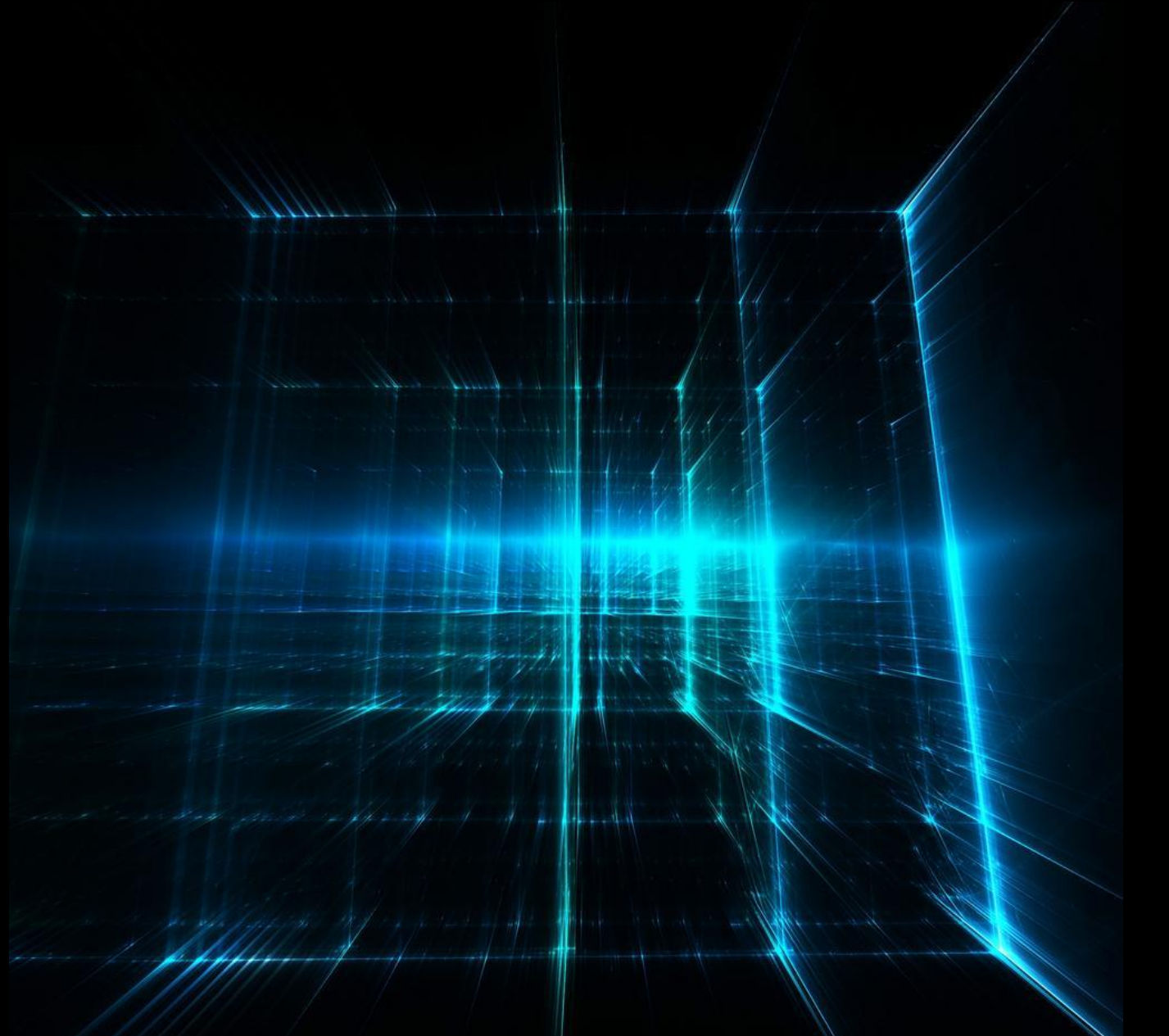
- 1. recognize that there is an event to which to react**
- 2. define the event as having an ethical dimension**
- 3. decide that the ethical dimension is of sufficient significance to merit an ethics-guided response**
- 4. take responsibility for generating an ethical solution to the problem**

- 5. figure out what abstract ethical rule(s) might apply to the problem**
- 6. decide how these abstract ethical rules actually apply to the problem so as to suggest a concrete solution**
- 7. prepare for possible repercussions of having acted in what one considers an ethical manner;**

Legal Issues

A pair of ornate brass scales of justice, symbolizing law and equity. The scales are centered in the background, with a vertical post and two pans hanging from a decorative top. The background is a warm, textured brown.

Practitioners should contact both their professional and personal liability insurance representatives to determine if professional and personal liability insurance policies cover ethical violations related to SNSs



EMAILING & TEXTING PATIENTS



Privacy, Security, & Confidentiality Issues

Emailing Clients



SO WHAT'S THE



Final Rule specifically states because "paper-to-paper" faxes, person-to-person telephone calls, video teleconferencing, or messages left on voice-mail were not in electronic form before the transmission, those activities are not covered by this rule (p. 8342).



“electronic exchanges”



However, if the provider **records the session and saves a copy**...the saved version would be subject to the Security Rule provisions for *data at rest*.

Regardless, the treatment session and all related information and documentation are subject to the Privacy Rule provisions.

Security of Email

- **Emails are stored at multiple locations: on the sender's computer, your Internet Service Provider's (ISP) server, and on the receiver's computer**
- **Deleting an email from your inbox doesn't mean there aren't multiple other copies still out there**
- **Emails are also vastly easier for employers and law enforcement to access than phone records.**
- **Finally, due to their digital nature, they can be stored for very long periods of time**



‘Email is not like mailing a sealed letter or package. It is more like sending a postcard – people are not supposed to read it while in transit, but it passes through many hands, and one can never be sure that someone is not reading it illegally’

HIPAA New Rule Regarding Email

Counseling vs. Administrative Email

- **Administrative emails would include date, and time of next appointment, cancellation of appointments, rescheduling appointments, etc.**
- **Counseling emails include therapeutic material regarding clients' problems and issues**

Frequency of Checking Email

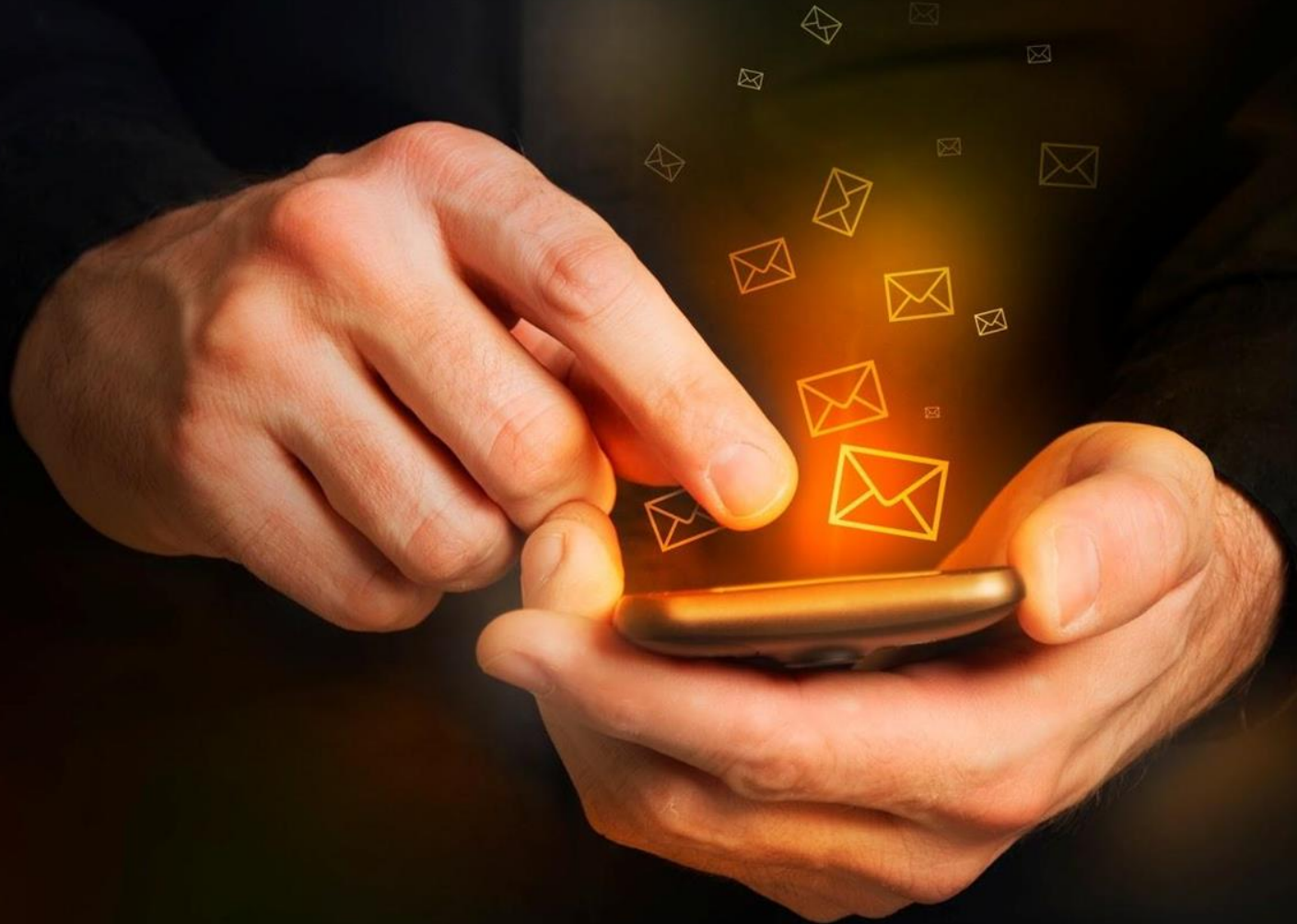
The important issue is what policy has the counselor communicated to the client regarding how frequently they check email

The counselor must then abide by this policy

Email Signature

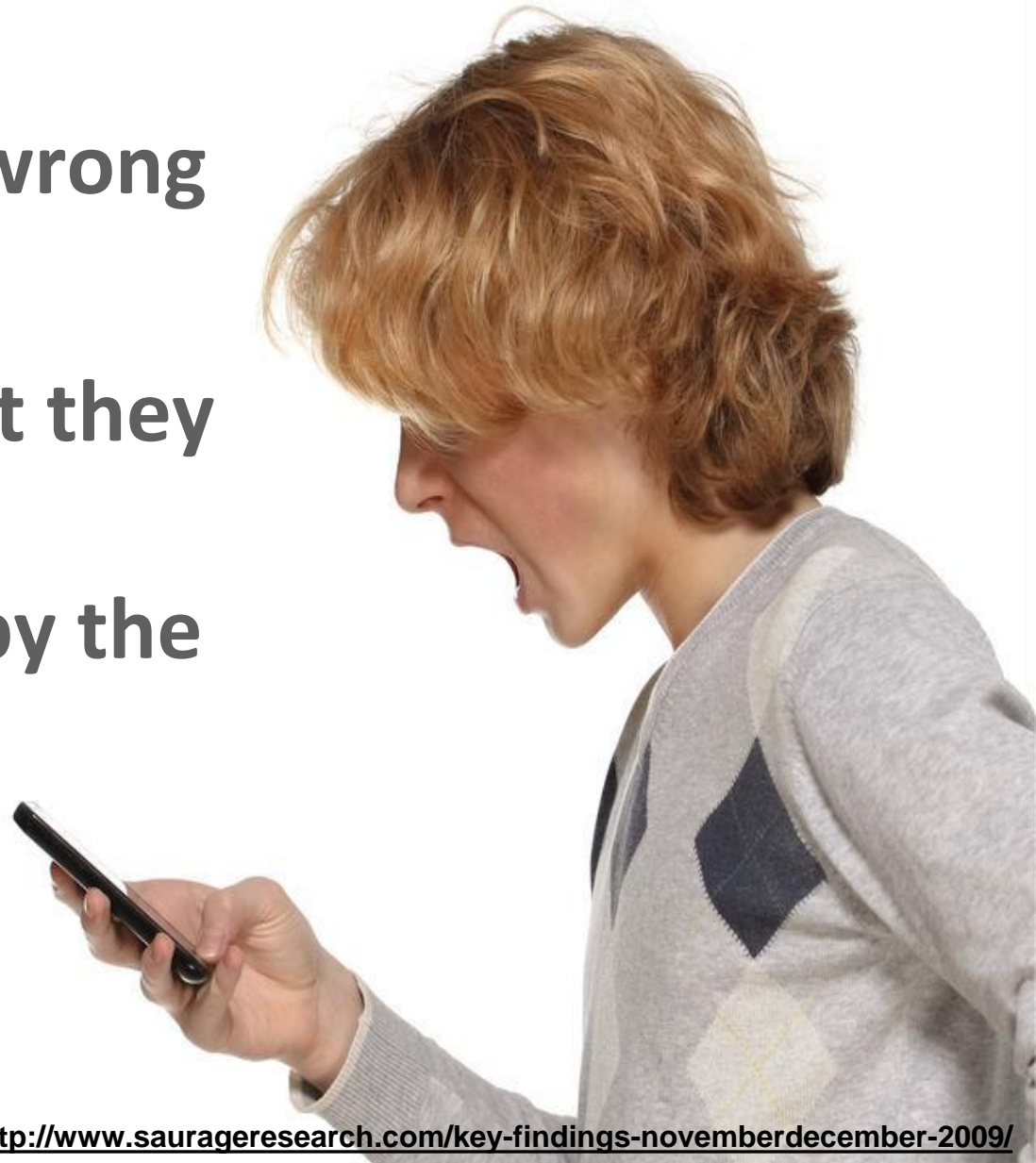
- every e-mail sent to a client must contain a signature
- signature must include information about such issues as confidentiality, security, privacy, unauthorized access, and intended user
- For example: “this e-mail and any attachments are intended only for use by the addressee and may also contain privileged or confidential information”

Do you or your staff
TEXT clients?



More than one-third of cell phone users

- have sent a text message to the wrong person (38%)
- report that a text they sent was misunderstood by the reader (37%)



Love you babe! goodnight!

My love for you is strong I
would buy you a casket if I
could!

*castle. I promise I meant
castle.

Autocorrect why do you
have to ruin me so?

Emily?

Hello?

Send

TEXTING Miscom
munications

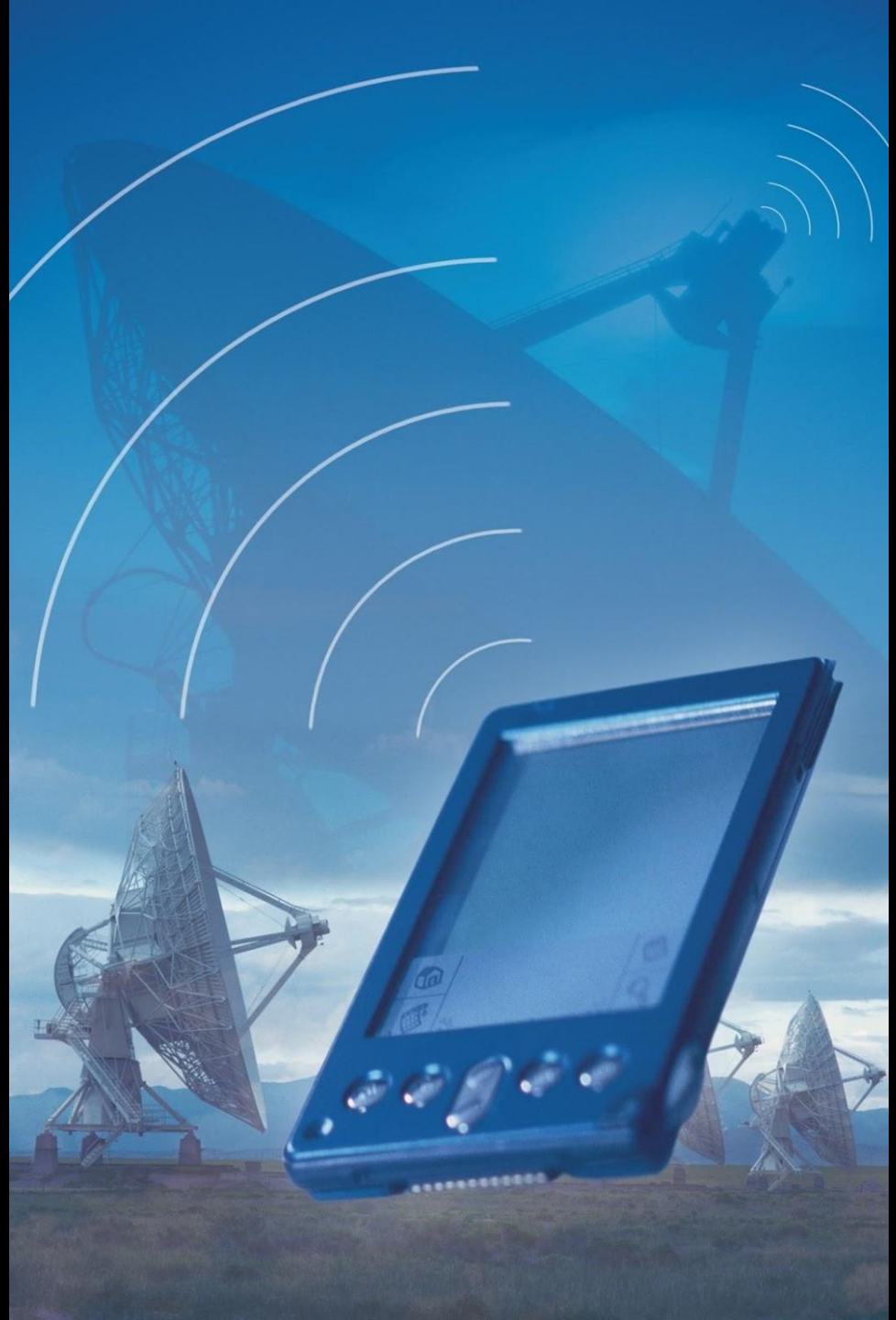


**Text Messages
can be saved,
sent to an email
account, and
posted online all
without the other
person's
permission**

Confidentiality



Text Message Transmission Process



“Traditional Short Message Service (SMS) text messaging is non-secure and non-compliant with safety and privacy regulations under the HIPAA. Messages containing ePHI can be read by anyone, forwarded to anyone, remain unencrypted on telecommunication providers’ servers, and stay forever on sender’s and receiver’s phones.”

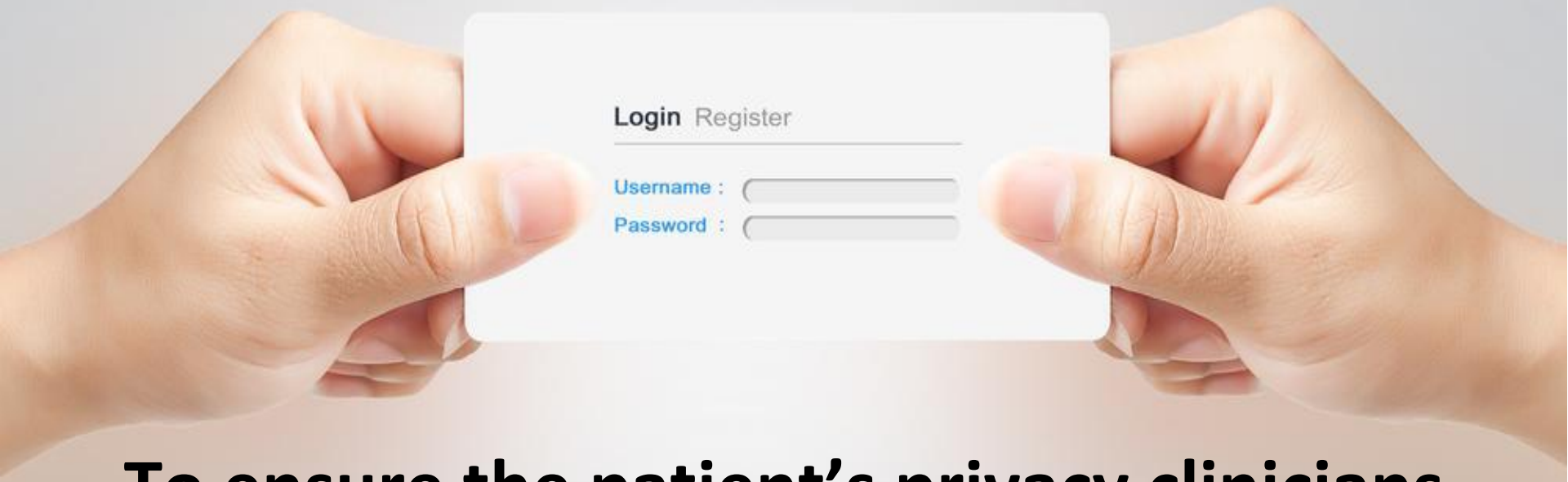
(American Academy of Orthopaedic Surgeons, August 2012)



“No it is not acceptable for physicians or licensed independent practitioners to text orders for patients to the hospital or other healthcare setting. This method provides no ability to verify the identity of the person sending the text and there is no way to keep the original message as validation of what is entered into the medical record.”The Joint Commission November 10, 2011

[http://www.jointcommission.org/standards_information/jcfaqdetails.aspx?
StandardsFaqlId=401&ProgramId=1](http://www.jointcommission.org/standards_information/jcfaqdetails.aspx?StandardsFaqlId=401&ProgramId=1)


MESSAGING



To ensure the patient's privacy clinicians should consider the use of encrypted email systems or portal messaging systems that can be used by a computer, tablet, or smart phone

Safe Practices



A photograph of a sandy beach with waves. In the foreground, a silver mobile phone is lying on the sand, partially submerged in the shallow water. In the background, a yellow and white inflatable boat is visible on the water.

**maintain physical control of
your mobile device/computer**

1

A wooden signpost with a yellow sign that reads "YOU ARE NOW IN A WIFI AREA". The sign is mounted on a wooden post with a decorative top. The background is a blurred outdoor setting with trees and grass.

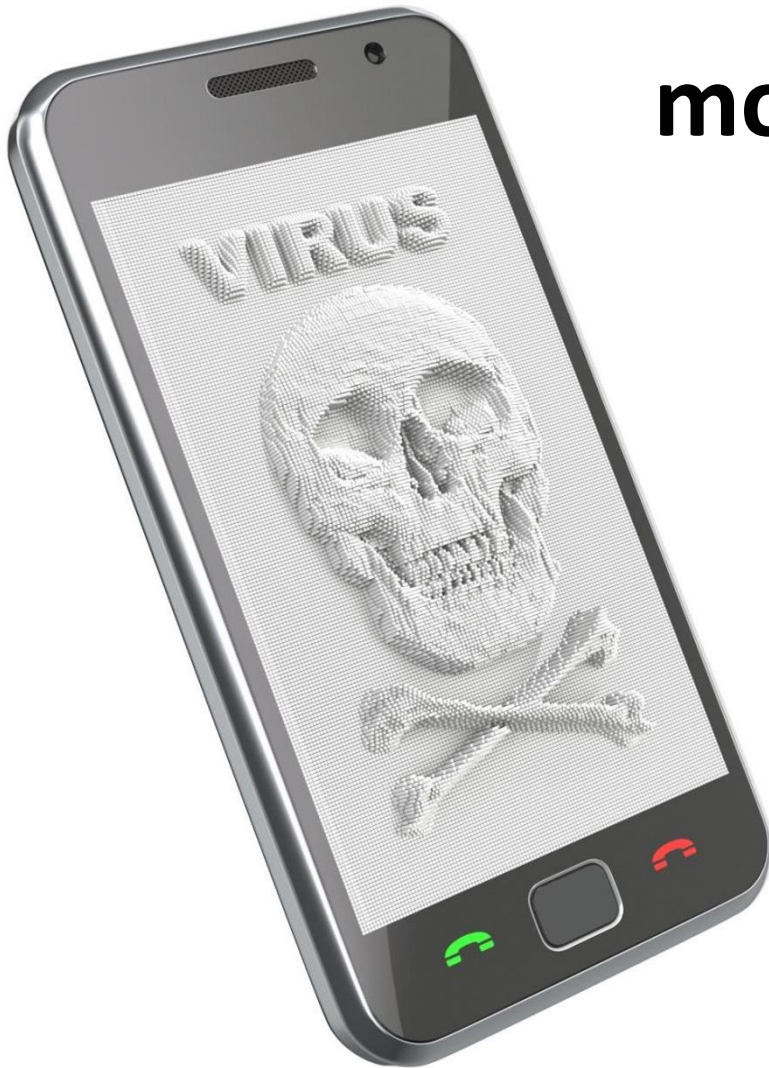
**YOU ARE NOW
IN A WIFI AREA**

unsecured
networks

unintentional disclosure



**check out what is
downloaded on your
mobile device/computer
and keep the security
software updated**



activate wiping and/or remote disabling

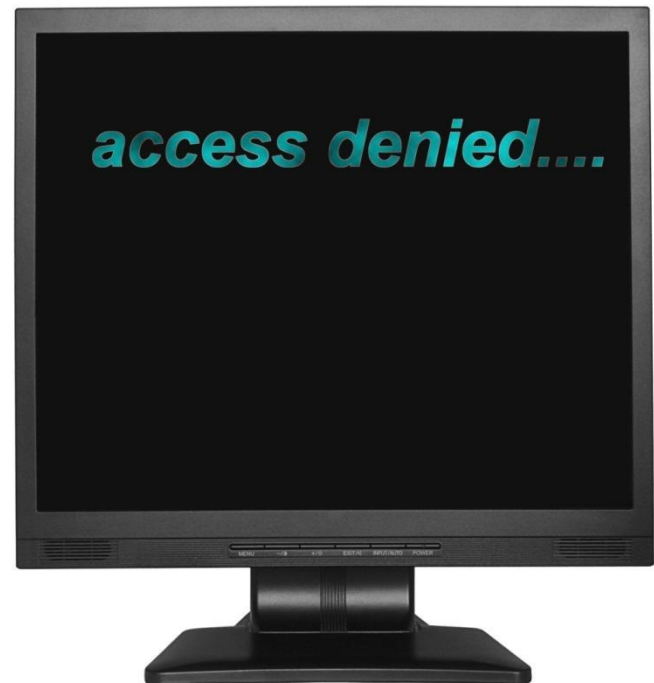


A close-up photograph of a black metal fence with a sign. The sign is black with white text that reads "PRIVATE NO ENTRY". The fence has several pointed metal spikes along the top. The background is a blurred green, suggesting foliage.

PRIVATE NO ENTRY

use a secure portal to
send or receive **PHI** over
public Wi-Fi networks

Implement *policies & procedures* to
restrict access to,
protect the integrity of, &
guard against unauthorized access to
electronic PHI (e-PHI)



**Do You or Your Agency Have a
Social Media Policy?**





SOCIAL MEDIA POLICIES



For Clients and/or Staff?

Whether the counselor accepts friend requests from social networking sites



If a client friends you and you accept them they have access to your pictures





Whether clients can be a Facebook fan of the counselor





Nevada's Recovery and Prevention Community

145 likes · 34 talking about this

 Like  Message 

Community Organization
Student Center is in the WRB (William Raggio Building) Room 1001 on Monday to Friday 9-5.

[About](#) – [Suggest an Edit](#)



Photos

 **145**

Likes


Whether clients may be a follower of the counselor on Twitter



Our opinion is that engaging in **friending** and **following** those whom we serve, supervise, teach, or collect research data from, crosses appropriate boundary lines because it implies a personal relationship.

Whether clients can text, email, or take phone calls during sessions?





Sometimes use of technology in session provides counselor/therapist with greater insight

Whether You Utilize Listserves for Online Consultations





**Online
Consultations**

ONLINE Consultations

**increase the possibility of inadequate
and simplistic solutions**

ONLINE Consultations

**risk of violating client confidentiality
unless identifying information is well
camouflaged**

Unless the person seeking consultation knows the counselor who is responding, he or she has no assurance about the efficacy, accuracy, validity, and soundness of the information provided

Whether messaging through social network sites such as LinkedIn or Facebook can be used to interact with the counselor





SECURE

“Clients should know that electronic communications are generally **NOT** secure methods of communication and there is a risk that one's privacy/confidentiality could be compromised with their use”

The conditions under which Google, Facebook, or other search engines may be used to find out information about a client



Kaplan, Wade, Conteh, & Martz, 2011



The accessibility, anonymity, and universality of the Internet have made it easier and more tempting to “Google” clients

Prevalence of Googling

- **22%** of **193** clinical psychology graduate students had Googled their psychotherapy clients Martin, 2010
- A survey of **227** multidisciplinary psychotherapists, found that **28%** accidentally found information about clients online whereas **48%** intentionally sought this information Kolmes and Taube, 2010

98% of doctoral psychology students had searched for at least one client's information over the past year...

even though most reported that searching for clients online was “always” or “usually” unacceptable.

Patient Targeted Googling



Is it infringing on a patient's privacy?.

Would it be okay for a counselor to drive by a clients' house?



3 Things to Consider Before

Conducting Patient Targeted Googling

- **consider the intention of the search**
- **evaluate the potential risk to the patient**
- **anticipate the effect of gaining previously unknown information**

More In Depth Questions

- 1. Why Do I Want to Conduct This Search?**
- 2. Would My Search Advance or Compromise the Treatment?**
- 3. Should I Obtain Informed Consent from the Patient Prior to Searching?**

More In Depth Questions

4. Should I Share the Results of the Search with the Patient?
5. Should I Document the Findings of the Search in the Medical Record?
6. How Do I Monitor My Motivations and the Ongoing Risk-Benefit Profile of Searching?

Clinton, Silverman, & Brendel's (2010)

On the Other Hand



**With the click of a mouse, clients can find a
wealth of information on their counselors
about their psychologists online**



Some personal information about the clinician may be available to the client without the psychotherapist's knowledge or approval

A close-up photograph of a weathered wooden fence. A rectangular sign is mounted on the top rail of the fence. The sign is made of a light-colored material, possibly metal or wood, and has the word "PRIVATE" written on it in large, bold, black, sans-serif capital letters. The sign is secured to the fence with four dark-colored screws, one at each corner. The background is a blurred natural setting with green foliage and brown earth.

PRIVATE

In some cases psychologists in training had either been matched with current/former clients through anonymous dating websites



Clients **Googling** Counselors

70% of clients reported finding personal information about their psychotherapist on the Internet

only **28%** discussed it with their psychotherapist (Kolmes & Taube, 2011)

How do you respond if a client tells you that he has “Googled” you or visited your website?



Whether Google Reader can be used to share articles between the counselor and client



Whether the counselor accepts testimonials on his or her various websites



American Psychological Association's Ethics Code states under **Principle 5.05** that **it is unethical for psychologists to solicit testimonials:**

“Psychologists do not solicit testimonials from current therapy clients/patients or other persons who because of their particular circumstances are vulnerable to undue influence.”

How the counselor may or may not respond to comments or ratings posted on internet sites

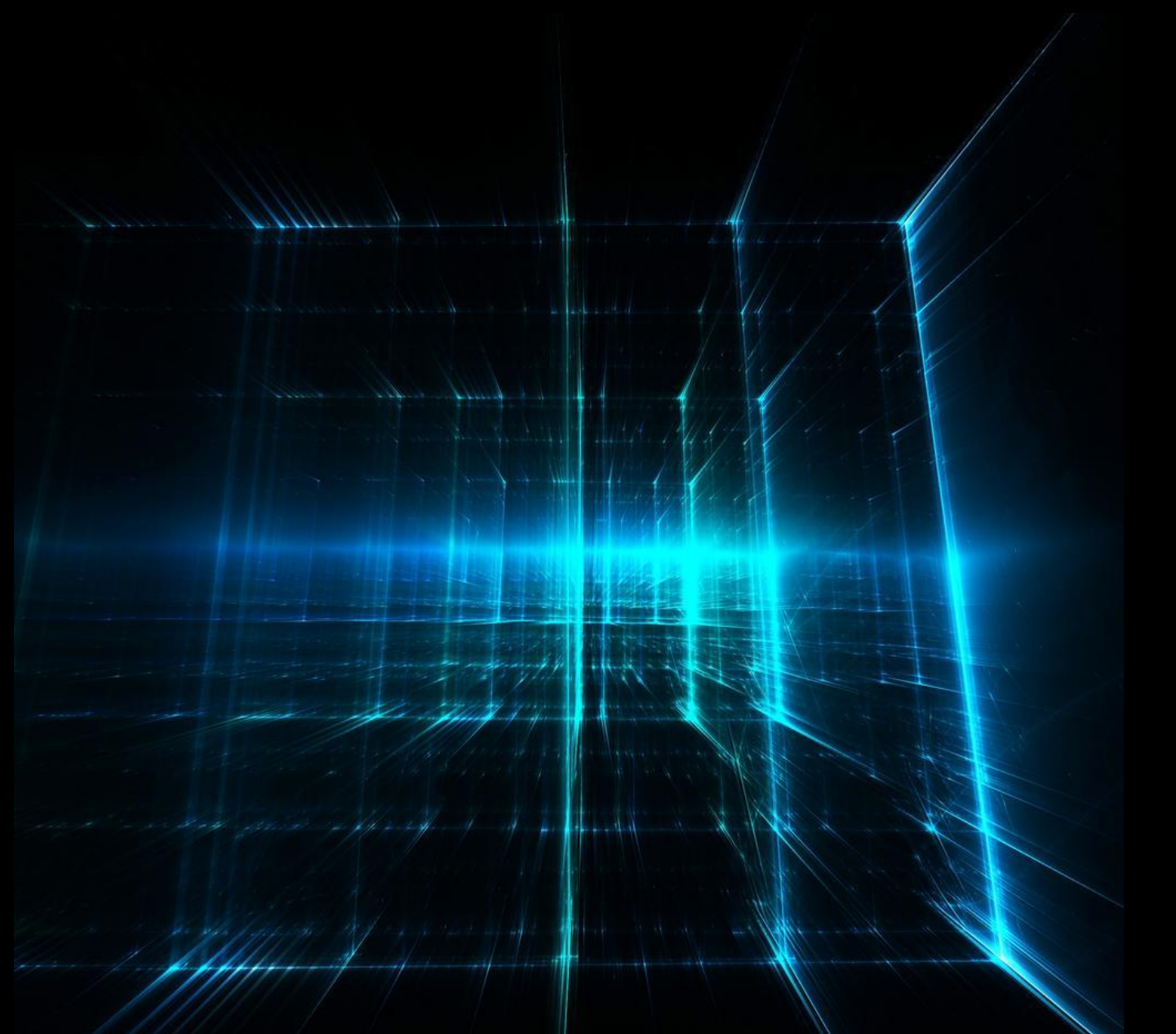


How the counselor notifies clients regarding GPS Notification Services






Confidentiality Issues...



CLINICAL SUPERVISORS



**Clinical Supervisors
and Technology: A Balancing Act**

Counselor supervision is

**“the means by which skills are refined,
theory and practice are integrated,
and trainees explore their new
professional identities in preparation
for induction into their profession” (pp.
242–243)**



Counselors may avoid seeking guidance on Social Network/internet/technology issues because of a perceived lack of supervisor knowledge

A photograph of two men in profile, looking out a window. The man on the left is older with grey hair, wearing a light-colored shirt and tie. The man on the right is younger with dark hair, wearing a dark jacket. They are both looking towards the right side of the frame, where a bright window is visible. The background is slightly blurred, showing an outdoor scene with greenery and buildings.

Importance of Supervisors Conducting Self Assessments

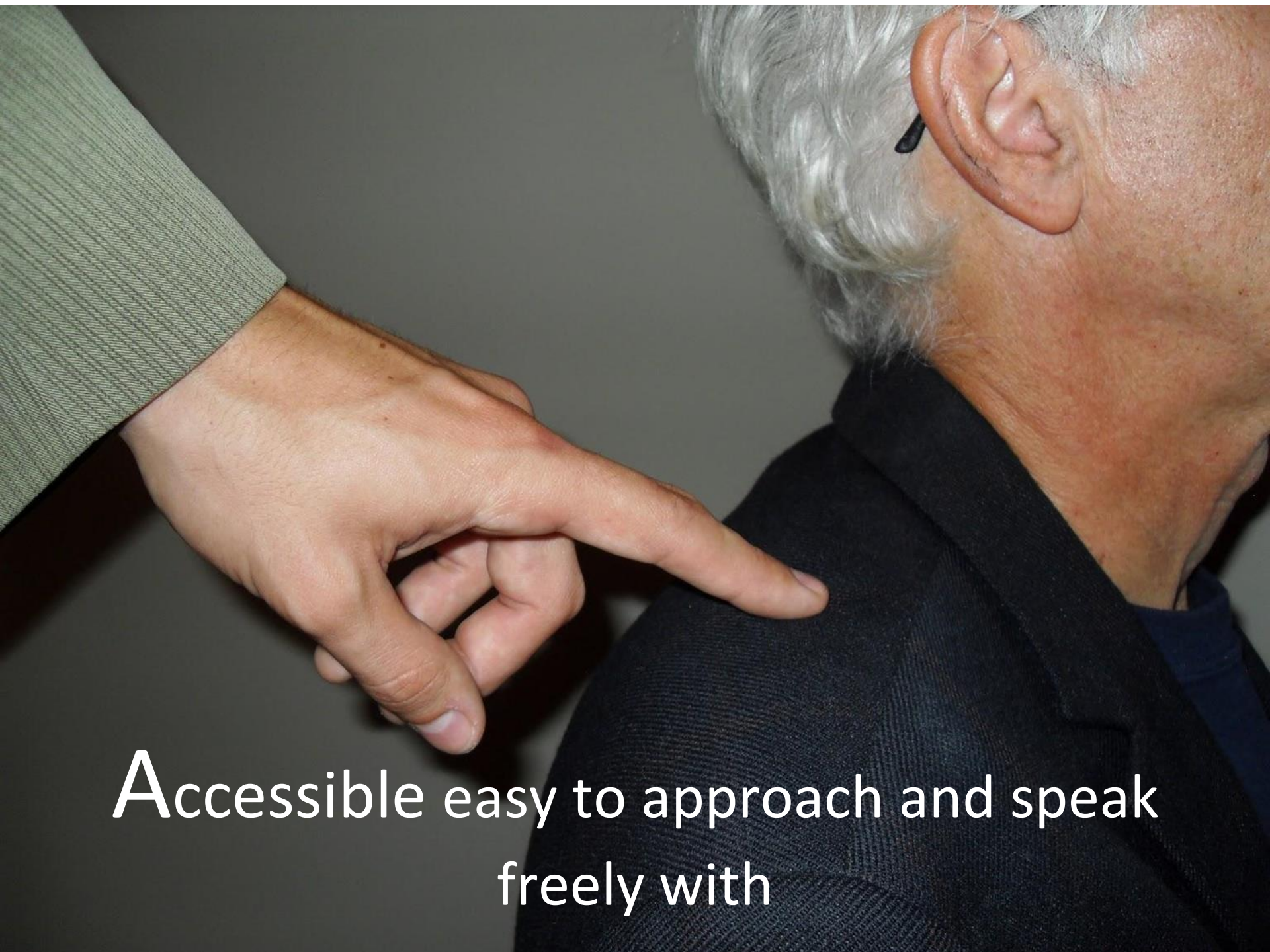
Clinical Supervisors....

**Have you asked your
supervisees if they email
or text clients?**





**Technology could create
a threat to usual patterns of supervision**



Accessible easy to approach and speak
freely with



Clinical Supervisors may provide face-to-face supervision, online supervision, or a hybrid of online and face-to-face approaches.

Computer-based Clinical Supervision

- (a) lower costs to supervisees**
- (b) increased flexibility in scheduling**
- (c) greater cost-effectiveness for educational institutions**
- (d) provision of supervision opportunities for those who live in rural areas**
- (e) increased diversity of counselor trainees based on increased accessibility**

(Bloom & Walz, 2000; **Gainor & C**



- **Online supervision should occur through encrypted channels**
- **More investigation is needed into the process of distance-based supervision and its effects on supervision quality**

(Vaccaro & Lambie 2007)

HIPAA Compliant



Motivational Interviewing Using Live Supervision via Teleconferencing

Teleconferencing supervision (TCS) was developed to provide remote, live supervision for training MI

Supervisors should consider all the same issues relevant to counselors and their clients when considering sharing personal information online with:

- 1. supervisees**
- 2. accessing supervisees' information online**
- 3. communicating through social networking sites with supervisees**

Questions



The
End

