

WHY CAN'T WE BE 'FRIENDS'?

A SOCIAL MEDIA GUIDE FOR CHOP FAMILIES

We know many CHOP patients and families use social media. This guide will help CHOP families think about some issues related to using social media.

WHY CAN'T WE BE "FRIENDS"?

- We know that sometimes our patients and families feel close to their doctors, nurses and other CHOP staff.
- Even though CHOP staff cherish their relationships with patients and families, those relationships should not reach outside of the Hospital, doctor's office or clinic, even on social media.
- Connecting on social media can cause problems with privacy of patient and family information, and may change the nature of the relationship between families and staff.
- CHOP policy does not allow staff to connect on social media with patients under age 18. CHOP also strongly discourages staff from connecting with adult patients, parents and other adult family members on social media.

WHAT ELSE SHOULD I THINK ABOUT?

- Many people may not know that once they post something online, large numbers of people might see and share their post, and the information posted can be seen in the future, even if it has been deleted.
- Your child may not want pictures or information about his/her illness to be shared now or seen online in the future.
- Please respect the privacy of other CHOP patients and families. You may not post information about or pictures of any other patients, families or staff members on your social media sites without their permission.

WHAT ARE SOME WAYS THAT I CAN BE INVOLVED WITH SOCIAL MEDIA AT CHOP?

- CHOP hosts several social media sites, including Facebook, Twitter, Pinterest and YouTube. You can access those sites through this link on the CHOP website: www.chop.edu/social-media.
- CHOP also provides access to CarePages, a service that lets you set up a free, private website that you can use to update family members and friends during your child's illness. CarePages can be accessed at carepages.com/chop.



This information sheet was created as part of our Promise of Partnership program, which is committed to creating and sharing best practices for family-centered care.