

Objectives for Social Media lecture

Jason D. Winn, Esquire

Hal Pineless, DO, FACN

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1. Online reviews: the good, bad the ugly!
2. How to respond to negative online reviews.
3. Why HIPPA still applies in the social media world!
4. Understanding the “Terms and Use” page for each provider.
5. Knowledge of how to file a complaint against a disgruntled former patient/friend/employee?