

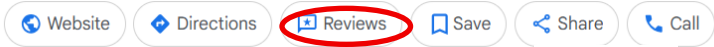
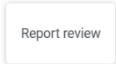


Removing Inappropriate Social Media Review and Comments

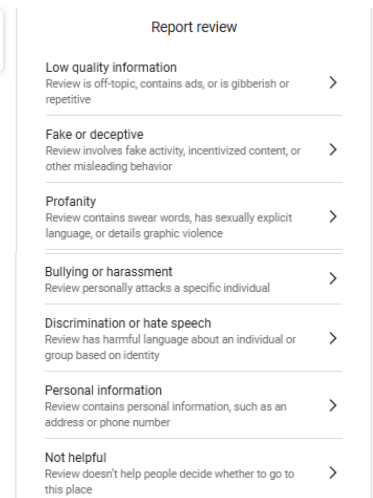
Below are general instructions for health care providers to request removal of inappropriate reviews and comments on Google, Yelp, and Facebook. Platforms do not remove reviews simply because they are negative. Removal requests must be based platform policies or legal grounds. Please contact legal counsel for specific guidance.



Google

1. Find or sign into your Google Business Profile at <https://www.google.com/business/>.
2. Select **Reviews**. 
3. Find the review you want to report.
4. Click the three dots to the right of the review and select "Report review." 
5. Choose the reason for reporting.
6. Submit the report and wait for Google's response.
7. Follow-up via Google Business support or legal removal request form: <https://support.google.com/legal/troubleshooter/1114905>.

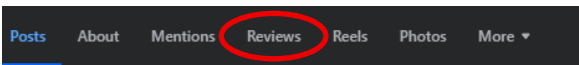
Tip: Set Google alerts to automatically email you when a new page pops up with your alert text.



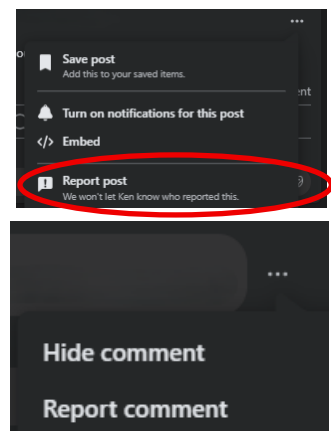
Report review	
Low quality information Review is off-topic, contains ads, or is gibberish or repetitive	>
Fake or deceptive Review involves fake activity, incentivized content, or other misleading behavior	>
Profanity Review contains swear words, has sexually explicit language, or details graphic violence	>
Bullying or harassment Review personally attacks a specific individual	>
Discrimination or hate speech Review has harmful language about an individual or group based on identity	>
Personal information Review contains personal information, such as an address or phone number	>
Not helpful Review doesn't help people decide whether to go to this place	>



Facebook

1. Go to your Facebook business page.
2. Click on "**Reviews**" tab. 
3. Locate the review you want to report.
4. Click the three dots in the top-right corner of the review and select '**Report Post**'.
5. Choose the most appropriate reason for the report according to Facebook's [Community Standards](#) (e.g., harassment, hate speech, false information).
6. Submit the report and wait for Facebook's review.
7. For individual comments on posts, click the three dots next to the comment and select 'Hide comment' or 'Report comment'.
8. Consider adjusting your page settings to moderate content, restrict comments, or temporarily disable reviews if necessary.

Note: Recommendations that only include a star rating cannot be reported.





Yelp

1. Log in to your Yelp Business account at <https://biz.yelp.com/> (you may need to claim your business if you have not already done so).
2. Go to the '**Reviews**' section for your business.
3. Find the review you want to report.
4. Click the three dots in the top-right corner of the review and select '**Report Review**'.
5. Select the reason the review violates Yelp's [content guidelines](#) (e.g. promotional content, conflict of interest, not firsthand experience).
6. Submit the report and monitor your email for Yelp's response.

Responding to Reviews

Healthcare providers must be cautious when responding to online reviews to avoid violating privacy laws.

Generally, we advise against responding online because it can escalate a situation and runs the risk of a privacy violation. Best practice is to attempt to address legitimate concerns privately.

If a provider elects to respond, never confirm that someone is a patient and do not disclose any health information.

If reviews are defamatory or damaging and not removed through standard reporting processes, please contact legal counsel.