



Dear Emerge Counseling Ministries Client,

Welcome to Emerge! Thank you for entrusting Emerge during this time. Our team of clinical and administrative professionals desire to provide you with the highest quality Christian mental health services.

To help us best serve you, please review the information contained in this letter and complete the required documents. Be sure to note any questions you have about the contents. Thank you for completing these documents **BEFORE** your first appointment. If you have not yet completed a registration form, that is the most important, and first step.

- **Client Consent Form:** Please be sure to review the information and sign at the bottom.
- **HIPAA Acknowledgement and Authorization Form:** This form allows you to give access to others you may want to have access to your financial/billing information and/or to be able to make, cancel, or reschedule appointments for you. The Notice of Privacy Practices is available to print and review on our website. (All clients aged 18 and over must schedule their own appointments, unless a signed HIPAA is on file giving another person (parent, spouse, etc.) permission to schedule.
- **Health History Form:** For clients over 18 years old, please complete the Adult Health History Form. For clients under 18, please complete the Child/Adolescent version.

PLEASE NOTE: For **minor clients** (under the age of 18), a parent/legal guardian is required to accompany their child and remain onsite during the child's first appointment. During this appointment, you will discuss with your child's clinician the plans for your ongoing involvement during follow up sessions.

Current Custody Documents are required if the client is a minor with divorced parents or if the client is under the care of a guardian of Children's Services. This helps us to appropriately determine consent for care and access to confidential information. There is a place on our online registration form for you to upload this document. You may also email a copy to us at intake@emerge.org.

For those attending couples/marriage counseling: Only one member of the couple needs to complete a registration form. This person will be listed in our system as the client and would be primarily responsible for all appointments. There is a space on the Consent Form for both the client and

spouse to sign. For the HIPAA, it is strongly encouraged to have the client complete the form allowing their partner to have financial and appointment access so that both of you can ask billing and financial questions and make or cancel appointments. Both of you would also need to complete your own Health History Forms.

Below is a list of additional items that are very important to bring to your first appointment:

- **Driver's License or State ID:** this will be scanned and returned to you immediately.
- **Insurance Card(s):** For all health plans in which you have mental health coverage if you plan to access your health insurance benefits.
- **Treatment Goals:** How can we best serve you?
- **Your calendar/mobile device:** to schedule future appointments.
- Any additional materials you feel may be helpful to your clinician (i.e., reports, test results from schools, medical and/or mental health professionals, legal documents)

Should you need to cancel your session, please contact us at Emerge as soon as possible. You can reach us by phone at 330.867.5603 option 3, or through email: intake@emerge.org. We ask for at least 24-hour notice to avoid a potential late cancellation fee.

Please know that we desire to be helpful to you and to make your experience at Emerge Counseling Ministries as beneficial and pleasant as possible. We welcome your feedback and look forward to a productive and successful relationship. May God richly bless you!

Client Registration Team
Emerge Counseling Ministries
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intake@emerge.org