



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. After completing the registration form, one of our registration specialists will contact you to set up your first appointment.

We have important documents that require your attention. **Please be sure to complete these forms within 48 hours of first scheduling your appointment.** The following forms can all be found on our website: <https://emerge.org/telecounseling>. Below is an explanation of each form that can be found in Steps 2 and 3 of the online process.

- **Client Consent Form:** Please be sure to review the information and submit your signature online.
- **Credit Card Authorization Form:** This form outlines payment arrangements and is required of all telehealth clients, unless you have a Medicaid policy, or secondary insurance that will cover remaining balances. Generally, your credit card will be charged within 48 hours of your appointment for any copay, or balance due.
- **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 be present at the start of the session with 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 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 for your first appointment:

- **Microsoft Teams:** This is the platform we use for all telehealth appointments. Please download on your smartphone or tablet. You **MUST** have video on whichever device you plan to use.
- **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 a 24-hour notice to avoid a potential late cancellation fee.

Please note that although counseling will be conducted over the internet, the psychotherapy/counseling treatment will be considered to take place in the state of Ohio (or Pennsylvania for our PennDel location clients), and therefore, your clinician will follow the laws and professional regulations of their state. It is also important to know, that because of state licensing requirements, you must be present in the state to conduct your counseling sessions. (For example, you cannot conduct a session with your clinician while you are out of state for vacation, or attending work or school functions outside the state).

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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