



Your Counseling Consent: Quick Guide

A two-page overview of key information for Enaya Counseling clients

Please read the complete consent

This guide summarizes important points for easier review. It does not replace the full informed consent, related policies, fee schedule, telehealth materials, or your opportunity to ask questions.

1. Your Therapeutic Relationship

- Therapy is collaborative. You remain in control, may ask questions at any time, and may end or transfer therapy. Active participation during and between sessions supports progress.
- Services are therapeutic—not forensic. The clinician does not provide custody evaluations, court opinions, depositions, or other forensic services.
- Specific outcomes cannot be guaranteed. Therapy can temporarily feel uncomfortable when sensitive concerns are discussed, and changes may affect relationships in your life.

2. Confidentiality, Records & Interns

- Your treatment information becomes part of a protected clinical record maintained through secure practice systems and, when applicable, locked paper files.
- **Confidentiality has legal and ethical exceptions, including your written authorization; danger to self or others; suspected abuse of a child, older adult, or disabled person; licensing-board requirements; or a court order.**
- In couples counseling, information shared may be discussed with either partner; the practice does not agree to keep secrets between partners.
- Graduate interns may have limited, minimum-necessary access for supervised clinical training, scheduling, or billing. Working with an intern is voluntary, and interns are supervised and bound by confidentiality.

3. Communication & Technology

- Secure messaging through SimplePractice is preferred for non-crisis communication. Text and ordinary email may not be secure and should not be used for therapeutic or urgent content.
- Calls, messages, or emails beyond appointment scheduling may be billed according to the professional fee schedule. Routine responses are generally provided within 24–48 hours, excluding weekends, holidays, or announced absences.
- Do not use social media or public review sites to communicate confidential clinical information. Technology always carries some privacy and security risk.

4. Telehealth Essentials

- Telehealth requires a private setting, reliable technology, your current physical location, a local emergency contact, and the nearest preferred hospital. A code word may be used to confirm identity.
- Telehealth is not an emergency service and may not be appropriate during a crisis, active suicidal or homicidal risk, psychosis, or when a higher level of care is needed.

5. Emergencies: Do Not Wait for a Return Call

If you need immediate help

Call or text 988, call 911, text 741741, contact Georgia Crisis & Access Line at 1-800-715-4225, or go to the nearest emergency department. The practice is outpatient and does not provide 24-hour crisis coverage.

6. AI-Assisted Clinical Documentation

- Secure, HIPAA-compliant AI-assisted software may help generate draft psychotherapy notes so the clinician can remain present during sessions.
- The clinician reviews, edits, and finalizes all notes; AI does not replace clinical judgment or decision-making.
- **Consent is voluntary. You may opt out of AI-assisted note-taking at any time without any effect on your care.**

7. Sessions, Payment & Insurance

- Payment is due according to the practice fee schedule. A credit card is kept on file, and returned or declined payments may result in an additional fee.
- You are responsible for verifying insurance benefits, eligibility, and coverage. Phone, text, email, extended, or other services may not be covered by insurance.
- Uninsured or self-pay clients may receive a Good Faith Estimate under the No Surprises Act. Review the separate fee schedule and estimate for complete financial details.

8. Cancellation, Attendance & Ending Therapy

Important scheduling policy

A \$190 fee applies to missed appointments or late cancellations. Telehealth appointments require at least 24 hours' notice. In-office and weekend appointments require 48 hours' notice. Arriving more than 15 minutes late is considered a missed session.

- Two missed appointments within 30 days, repeated cancellations, lack of payment, threats to safety, lack of treatment effectiveness, or no attended appointment within 30 days may lead to termination after appropriate discussion when possible.
- A termination session is encouraged. Referrals can be provided, and you may request to resume later, although availability or a waiting list may apply.

9. Before You Sign

- Review the complete informed consent, HIPAA practices, telehealth guide, emergency procedures, cancellation policy, and fee schedule. Ask about anything that is unclear.
- A therapeutic relationship begins only after the initial intake appointment and your written and verbal consent. Updated consent may be requested after six months away or when policies change.

Your voice matters

Please tell your clinician if you do not authorize email/text communication, AI-assisted note-taking, intern involvement, or telehealth. Available alternatives and any effect on service options can be discussed before you consent.