



7/30/2020

Dear client,

I am pleased to announce some exciting news that is happening at CARES Counseling! In the midst of all that is taking place in the world, my heart's desire is that we all stay well and supported. Life itself is challenging, and to add the stressors and uncertainties of a global pandemic can be overwhelming to say the least. That is why I have been working hard behind the scenes to make sure that I am able to provide the support and care that you deserve in a way that is most helpful.

This increased level of support involves two new factors:

- **New Client Portal**
- **Hybrid service offerings**

New Client Portal

On August 1, 2020, all of my practice information will be transferred over to my new electronic health record (EHR) system to better manage scheduling, invoicing, telehealth visits, and information sharing. This new system is called SimplePractice and it is a HIPAA Compliant and safe system that gives you access to your documents, billing, and scheduling.

You will be receiving an email directly from the system, (add <yourprovider@simplepractice.com> to your address book in your emails so you don't miss it), check your spam folder if you don't have the email by August 2, 2020.

What I need from you:

Since this is a brand-new system, I am only able to transfer a limited amount of information over. ***I need for you to set up your new portal with your information and sign my update Intake and informed consent forms.*** Here's a complete [how-to guide](#) that you can reference if you have any questions about the client portal.



Child & Adolescent Resource Education Services

we do all we can because we CARE!

Hybrid service offerings

Beginning August 3, 2020, I will start seeing clients both in-office and virtually.

- **Virtual office** visits will be held on **Mondays and Tuesdays**
- **Physical office** visits will be held on **Wednesdays and Thursdays**

New physical location!

CARES Counseling is now located at
4250 Stone Mountain Hwy, Suite 105
Lilburn, GA 30047
(in the ED Cook State Farm Building)

Office Hours

Monday	9:00am – 7:00pm
Tuesday	9:00am – 7:00pm
Wednesday	9:00am – 6:30pm
Thursday	9:00am – 7:00pm
Fri - Sun	Closed

For physical office visits:

Only the client will be allowed inside of the building. You will need to drive around to the left side of the *Ed Cook State Farm building* for the office entrance. At your scheduled appointment time, call the office (404.578.7629) and I will meet you at the door.

Client's temperature will be checked at the door, no client with a fever (over 100°F) will be admitted inside. If the client is a minor, their guardian or responsible party must be available to pick up the client at the end of the appointment.

Due to our safety protocol, **there is no waiting area**, so the client will not have a place to wait on a ride after an appointment or wait to be seen prior to their appointment. PPE is required and the space will be sanitized before each appointment.

For virtual office visits:

You will need to be logged into your new client portal to access my virtual office. Please make sure that your environment is noise and distraction free for your sessions.

I'm looking forward to serving you in our new spaces!! If you have any questions or concerns, please do not hesitate to reach out directly at mddavis@carescounseling.com.

Sincerely,

Monica Douglas Davis, MA, LPC, NCC, CAMS, CPCS