

Hello,

Thank you for your inquiry about services. The first step prior to the initial visit is completing an admission packet. If you will be using insurance, please provide that information in the packet and follow the instructions below to submit your photo ID and insurance cards copy. Below you will find the link to the admission packet to complete and sign electronically. Essential Grace Mental Health Services uses Zentake to process intake packets and when needed to send other documents that need to be completed and signed by patients and or parent/legal guardians. You may complete the packet on either desktop, laptop, tablet, or phone.

Here are some key pointers to help with understanding the intake process:

- Although it seems a little overwhelming, this email is designed to help guide you through the process even after business hours or weekends when someone may not be immediately available to answer your questions.
- At any point in the packet, you want to stop and reach out for assistance just click “save and continue later” at the bottom of the screen.
- Once your intake packet is received and insurance verified (only if using insurance), you will receive an email to sign up with the Simple Practice EHR platform. All patient records and information are housed in Simple Practice. This is also the platform you will use to message your provider securely and directly, request or cancel appointments, submit secure documents such as copies of new insurance cards, and submit your method of payment to remain on file. Please note per the intake packet ALL patients are now required to keep a valid method of payment on file in the event there are outstanding copays or charges not covered by insurance.
- Once you are signed up with Simple Practice and your appointment is set, you will receive a message via Simple Practice your Good Faith Estimate document and Signature pages from your intake packet will be available to download.

Please follow the instructions to complete your packet:

- Click on or copy and paste in your browser the Zentake link or scan the QR code.

<https://cloud.zentake.com/f/044d481c-6978-4542-bae0-94d5aa059d35>



- After clicking the link or scanning QR code you will see the following screen (may vary somewhat on phone). Enter your information and click begin to start your packet.

Essential Grace Mental Health Services Intake Packet

Please fill out your info below to get started

Client's First Name

Client's Last Name

Client's Date of Birth

Month Day Year

[Begin](#)

- The first section of the form is the Patient Registration-Form. Answer questions as required. Some questions will initiate a prompt to add more information. At the end of this form there is a section to add a copy of your Photo ID and Insurance Card(s). You will need to add front and back. Refer to the screenshot below for reference. Make sure once you uploaded the file that it indicates “File Uploaded”. If you do not submit copies of these here, you will be contacted to submit copies which may delay getting your intake scheduled.

Do you have insurance? *

☒ Yes ☐ No

Primary Insurance Company

Member ID / Policy #

Group ID

Policy Holder's First Name

Policy Holder's Last Name

Policy Holder's Date of Birth

January 1970

Please add a picture of your insurance card.

Front

☒ File Uploaded ☐

Back

No file chosen

Do you have additional insurance? *

☐ Yes ☐ No

Front

No file chosen

Back

No file chosen

Photo Identification Card

Please add a picture of your photo identification card. Insurance requires a photo ID on file for either the patient or responsible party.

Front

☒ File Uploaded ☐

Back

No file chosen

- Once you have completed the Patient Registration Form click Next to complete the Health History Questionnaire Form. If you did not complete all required sections in the current form, you will be prompted to do so prior to moving to the next screen.
- Next complete the Health History Questionnaire Form. If you did not complete all required sections in the current form, you will be prompted to do so prior to moving to the next screen.
- Next you will complete the General Anxiety Disorder-7 (GAD-7) Form.

- Next you will complete the Patient Health Questionnaire - 9 (PHQ-9) Form which scores depression symptoms.
- The last portion of the patient is the information and signature pages which outline practices and policies. These are **REQUIRED** and no patient will be admitted without completing them. It is a continuous document designed to allow you to read completely (**and I recommend doing so**) prior to signing. There are minimal sections in this part that require typing any information in as most (with exception to the signature parts) are prefilled from the information you entered at the beginning.
- Once you have read through the packet go back to page (3) as seen below and click on the second line (signature line) to start signing.

patient/parent/legal guardian, you acknowledge by signing this agreement that patient may be discharged from Essential Grace Mental Health Services, LLC for failure to follow treatment plan.

In the signing below, you agree to begin treatment with the policies above and acknowledge receipt of the Privacy Notice.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

I further agree to be held accountable for the patient responsibilities as outlined above.

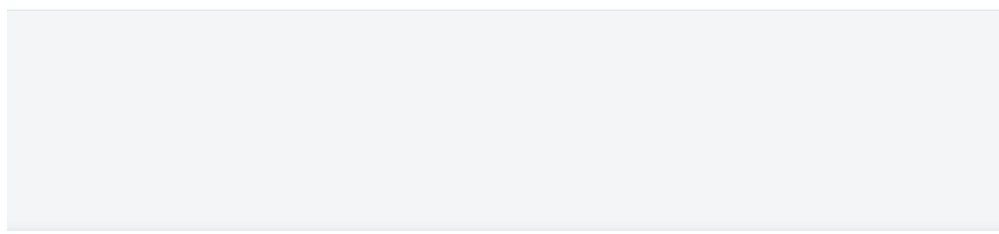
Patient/ Parent/Legal Guardian Printed Name

Patient/ Parent/ Legal Guardian Signature

Date

*****If not signed by patient, signature indicates you are either a parent or guardian of patient*****

- Click on the first signature line and choose either text or draw signature then select confirm. This will be the signature option used for the rest of the document.
- At this point you will scroll through the document, enter information that is not already prefilled. If it does not apply to you enter n/a. The date will already be entered once you sign the first document. To complete signature for the rest of the documents, simply scroll to each signature page and click the signature line and it will prefill based on your first signature.
- Once you have reached the end click submit to complete the packet. As noted below, at the bottom of every screen you will see the option to save and continue later. You may utilize this at any point in the packet and go back to the link in the email to resume.



A large rectangular area representing the form content, which is currently blank.

Step 5 of 5

80% complete

Back

Submit

[Save and continue later](#)

- Once completed you will see the message below. Currently, the download option only permits download of the Patient Registration Form and Health History Questionnaire Form. You will be provided with access to the signature forms via Simple Practice.

