

Thank you for reaching out to schedule an appointment for therapy at Bodhi. We're honored to be a part of your mental health journey. We understand that beginning things can sometimes be overwhelming and we hope the instructions below help to minimize your anxiety about this new thing.

We've had to make a lot of changes to the way we conduct therapy and we're still getting used to it ourselves. We'll do our best to guide you through the process and we hope you'll do your best to be forgiving if we make any mistakes along the way. Our goal is to get you set up and ready to go for your first session with your provider. If you have any questions, feel free to reach out to us at info@bodhicounseling.com or (443) 877-4044. We're here to help.

Setting Up Your Client Portal

In the Client Portal you will be able to access forms for your intake, update any personal/insurance information, send messages to your provider, and pay your bill.

You will be receiving a separate email from TherapyAppointment with the Subject "Registration created" prompting you to create your client portal login and password. This email may go to your spam or junk folder so be sure to check there if you do not see it in the next hour or so. The link to set up your portal in this email expires after 48 hours. If you are not able to set up your account within the 48 hours, please email info@bodhicounseling.com or call our office at (443) 877-4044 to request a new client portal link.

We've attached a Client Portal Guide that should answer most of your questions about how the portal works. Check there first for any questions and follow up with us if you don't find an answer. The more familiar you are with the system the easier it will be to connect with your provider.

Once you are logged in to the client portal you will see navigation links on the left of the screen. You will need to click on "My Docs and Forms" to fill out your intake forms and on "My Insurance" to enter your insurance information. Be sure to have your insurance card handy as you'll need information from there to fill this out.

We will need copies of your ID and insurance card, there are several ways to submit these:

- Using the Messages feature in your portal, attach photos in a message to your therapist,
- Email them info@bodhicounseling.com,
- Fax them to (443) 967-0077.

Please note that your therapist needs to be able to review these documents prior to meeting with you for your first appointment. We request that you fill them out at least 24 hours prior to your first therapy appointment. Your first appointment may need to be rescheduled if the forms are not complete.

Once you've created a portal account, you'll be able to sign in at any time using this link:

<https://portal.therapyappointment.com/index.cfm/public:auth?fw1pk=5>

Accessing Appointments

Your provider uses a platform called Doxy.me to offer HIPAA-complaint (private and confidential) teletherapy sessions.

Below is the doxy.me link that you will use to access all your teletherapy sessions with your provider. This link will take you to a virtual waiting room and alert your provider to your presence there. Your provider will give you access to the therapy room when they are ready to begin. Our goal is to always provide timely and consistent service, but there are times when client sessions run over. Please give your therapist up to 15 minutes after your session start time in case they are in an emergent situation with another client. There are also times where technology disrupts our day and providers are having trouble connecting. We will try to keep you updated on any problems on our end and you are welcome to reach out to us if you're having trouble connecting on your end.

Please reach out to us at info@bodhicounseling.com for your providers specific doxy.me link. You will use the same link for each subsequent session with your provider, so be sure to save it 😊

If you have any questions, please feel free to contact us at info@bodhicounseling.com or (443) 877-4044 and a member of our team will assist you. Thank you for trusting Bodhi for all of your counseling needs!

Client Services Coordinator Team
Bodhi Counseling
(443) 877-4044