

## Reactivating Clients

Sometimes a client that has terminated would like to come back and see you.  
**GREAT JOB!!** This means that you did a good job with them and they trust you.

Here are the logistics of how to reactivate them:

- 1) Pass along the info to the admin team.
- 2) The admin team can unarchive them in TheraNest and contact them to resign the disclosure statement and update them on any changed fees.
- 3) The admin team will also ask them if their address, phone number, or credit card needs to be updated.

And, then when your work with them is done\*:

You will need to use the Word version of the Termination Summary Form. It's located on our intranet at : <https://www.envisionclinic.com/employees/forms/>

\* If the client just comes in for a check-in session (not for a full course of therapy, say 6 or more sessions), you do not have to complete another termination summary form.