Unit 2 Key Terms

- **Intake session**: The first official meeting with the client. During this session, the client signs consent forms (including HIPAA and confidential release of information forms). The human service professional uses this time to build rapport with the client.

- **Presenting problem**: The reason for the client’s visit that usually interferes in the client’s life functioning.

- **HIPAA**: The Health Insurance Portability and Accountability Act is a federal law that protects client/patient confidential information related to medical and other identifying information.

- **Best practices**: In social and human services, this refers to the optimal procedure for delivering services to those in need. Often, best practices are developed as a standard set of procedures or strategies used by professionals that are likely to help the majority of clients the majority of the time.