

WEBSITE TERMS OF USE

Last Updated: January 17, 2026

Effective Date: January 17, 2026

These Terms of Use (“Terms”) govern your access to and use of the public website(s) operated by **Moore Consulting Holdings, LLC, d/b/a Progress Counseling Group (“PCG,” “we,” “us,” or “our”)**, including progresscounselinggroup.com and affiliated public-facing pages (collectively, the “Website”).

By accessing or using this Website, you agree to be bound by these Terms.

If you do not agree, please do not use the Website.

1. IMPORTANT EMERGENCY NOTICE

THIS WEBSITE IS NOT FOR EMERGENCY USE.

Progress Counseling Group is **not a 24-hour or emergency treatment provider.**

If you are experiencing a medical or mental health emergency:

- Call **911** immediately, or
- Go to the nearest emergency room, or
- Contact the **988 Suicide & Crisis Lifeline** (U.S.)

The Website is not continuously monitored and should **never** be used for urgent or crisis situations.

2. PURPOSE OF THE WEBSITE (NO TREATMENT RELATIONSHIP)

The Website is provided for **general informational and administrative purposes only**, including:

- Practice information
- Office locations and services
- General mental health education
- Appointment requests or intake initiation
- Employment and provider recruitment information

Use of this Website does NOT:

- Create a provider–patient relationship
- Constitute medical or mental health advice
- Replace professional diagnosis or treatment

A provider–patient relationship is established **only after** appropriate intake, informed consent, and acceptance into care by PCG.

3. NO MEDICAL ADVICE DISCLAIMER

Except for services provided directly to an established client by a licensed PCG clinician, **content on this Website is not medical advice.**

You should always seek the advice of a qualified healthcare professional regarding diagnosis, treatment, or medical decisions.

PCG does not guarantee the accuracy, completeness, or applicability of Website content to your individual circumstances.

4. ELIGIBILITY & AGE REQUIREMENTS

This Website is intended for use by individuals who are **18 years of age or older.**

Parents or legal guardians may use the Website on behalf of a minor **only for administrative or informational purposes.**

Clinical services for minors require **separate informed consent** as governed by applicable state law.

5. MULTI-STATE PRACTICE & TELEHEALTH NOTICE

Progress Counseling Group operates multiple outpatient counseling offices in multiple U.S. states and provides services both **in person and via telehealth.**

Please note:

- Mental health services are legally provided **in the state where the client is physically located at the time of service**

- Clinicians may only provide services in states where they are properly licensed or authorized
- Telehealth services are subject to additional informed consent and legal requirements

Website access alone does not guarantee service availability in all locations.

6. PRIVACY, HIPAA & HEALTH INFORMATION

PCG is a **HIPAA Covered Entity**.

Your use of the Website is governed by our:

- **Privacy Policy**
- **HIPAA Notice of Privacy Practices (NPP)**

Please do **not** submit sensitive clinical information through public Website forms. Secure communications occur only through approved, HIPAA-compliant systems after intake.

Links:

- Privacy Policy: <https://progresscounselinggroup.com/privacy-policy/>
 - HIPAA NPP: <https://progresscounselinggroup.com/privacy-policy/notice-of-hipaa-privacy-practices/>
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7. USE OF ARTIFICIAL INTELLIGENCE (AI)

PCG uses **AI-enabled and automated tools** to support certain **administrative and operational functions**, including:

- Website inquiries and routing
- Scheduling assistance
- Intake workflows
- Quality assurance and compliance monitoring
- Operational analytics and reporting

Important AI Limitations

- AI tools **do not provide therapy, diagnosis, or clinical decision-making**
- Licensed clinicians retain full responsibility for all clinical care
- AI systems are **not substitutes for professional judgment**

Where Protected Health Information (PHI) is involved, AI tools operate under **HIPAA-compliant safeguards and Business Associate Agreements**.

More detail regarding AI use is provided in our **Consent & Disclosure documents**.

8. ACCEPTABLE USE

You agree not to use the Website to:

- Violate any law or regulation
- Misrepresent your identity
- Submit false or misleading information
- Upload malicious code or attempt unauthorized access
- Interfere with Website functionality
- Harass, threaten, or defame others

We reserve the right to restrict or terminate access for violations.

9. INTELLECTUAL PROPERTY

All Website content—including text, graphics, logos, and design—is owned by or licensed to Progress Counseling Group and is protected by intellectual property laws.

You may view and print content for **personal, non-commercial use only**.

No content may be reproduced, modified, or distributed without written permission.

10. THIRD-PARTY LINKS

The Website may include links to third-party websites for convenience.

PCG does not control or endorse third-party content and is not responsible for their privacy practices or accuracy.
Your use of third-party sites is at your own risk.

11. DISCLAIMERS

THE WEBSITE IS PROVIDED **“AS IS” AND “AS AVAILABLE.”**

To the fullest extent permitted by law:

- PCG disclaims all warranties, express or implied
 - We do not guarantee uninterrupted or error-free operation
 - We are not responsible for technical failures beyond our control
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12. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Progress Counseling Group shall not be liable for any indirect, incidental, consequential, or special damages arising from your use of or inability to use the Website.

Your sole remedy for dissatisfaction with the Website is to stop using it.

13. CHANGES TO THESE TERMS

We may update these Terms from time to time.

Revisions will be posted on the Website with an updated effective date.

Your continued use of the Website after changes constitutes acceptance of the revised Terms.

14. GOVERNING LAW

These Terms are governed by the laws of the **State of Florida**, without regard to conflict-of-laws principles.

15. CONTACT INFORMATION

Progress Counseling Group

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Website: <https://progresscounselinggroup.com>