

Thank you for entrusting me with your care! In preparation for our future session, here are some things you should know:

1. Appointments

- a. I offer both in person and virtual sessions.
- b. To ensure the health and safety of every client, please choose a virtual session if you are not feeling well. Switching to a virtual session is easy. Just email me, and I will send you the link.

2. In-person Sessions

- a. Location
 - i. My office is located on the same property as my personal residence at [3245 Riverwoods Dr. NE, Rockford, MI 49341](#).
- b. Parking
 - i. Parking is available in the driveway or on the street in front of the house.
 - ii. If parking in the driveway, please pull up to the garage and close to one side to allow room for another vehicle to park beside yours if needed.
- c. Office
 - i. The office is located in the rear space just behind the garage.
 - ii. You will find the entrance to the waiting room by following the boardwalk to the right of the house and garage.
 - 1. Please be careful walking on the boardwalk as it can be slippery at times when wet.
 - iii. Bathroom facilities are not available inside the office. You may use the bathroom in my home but please let me know, so that I can allot time to escort you.
 - iv. There will be times when someone will need to collect themselves before leaving and this may cause a prior session to go over time allotted. Be assured, the same time and consideration will be afforded to you if needed.
- d. Privacy
 - i. Every measure has been taken with the office to protect your privacy.
 - ii. Once in the waiting room please make sure the door is fully shut. I will be with you shortly.
 - iii. You will be able to leave my office from a separate exit door in order to maintain privacy.
 - iv. I do request that you respect the privacy of my home, property, and my family as well as other clients while meeting with me.
- e. Therapy Dog
 - i. I have a therapy dog or emotional support canine, named Breaga (*Bray-gah*) on site and may be in our sessions. She is a large, hypoallergenic, St. Berdoodle (St. Bernard and Standard Poodle).
 - ii. Breaga may be outside when you arrive. She will probably bark when she first sees you. Also, she can be a little shy at first.. However she is not aggressive.
 - iii. In sessions, Breaga will be friendly yet respectful. However, if for any reason, you are uncomfortable having her present, please feel free to let me know.

3. Virtual Sessions

- a. Insurance
 - i. While most insurances continue to offer telehealth services, please verify that it is covered by your plan.
- b. If you prefer the flexibility of meeting virtually, always or (even on occasion if your insurance permits), please make sure you complete the Telemental Health Consent Form. It is located on the last page of both the Psychotherapy Agreement form.



- i. I send out meeting invitations the night before or the morning of our scheduled sessions, so please let me know prior to then if you plan to come to the meeting in person.
- c. Software
 - i. Google Meet is the platform used for my virtual sessions. It is an upgraded version to the software that is secure and HIPPA compliant. I have been finding this to be most reliable.
 - ii. Virtual sessions work best when using a desktop or laptop computer, having a good internet connection, and strict privacy.
 - 1. You may use a smartphone or tablet device as well but you will need to download the Google Meet App to the device you plan to use.
- d. Please do not have other people listening in on our sessions as that will change the dynamic of the therapeutic experience.

4. Forms

- a. As a new client, I hope you have had a chance to review my website to get to know a little more about me, my experience, services and what to expect.
 - i. Please READ and complete the New Client Registration Forms by following [this link](#).
- b. It is also very helpful for me to know the level of your mood over the past two weeks along with your level of anxiety symptoms. This is best measured by completing the BAI (Beck Anxiety Inventory) and the PHQ-9 rating scales. You will see the links to all of these forms and rating scales [here](#).

5. Contact

- a. Email
 - i. The best way to contact me is through email: melissa@melissa-tower.com. I do check my emails often and try to respond as quickly as I can. If your email is quite lengthy then there may be a charge for my time reading and responding, please review my fees regarding frequent or lengthy emails on [my website](#).
 - ii. My email is encrypted on my end for your privacy but please note that your outgoing email may not be and could be viewable by others.
 - 1. I will respond to your email but I will do so very carefully and as discreetly as possible as far as how I respond.
- b. Phone
 - i. If you need to speak with me, please call my office phone: 616-344-5153. I usually am not able to answer the phone so please leave a message and I will return your call as soon as possible.

Thank you for your attention to all of this information! There is a lot here so do not hesitate to contact me should you have any questions.

I look forward to meeting you,

Melissa R Tower MA LLP