



Melissa R. Tower, MA, LLP, CPC
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Thank you for entrusting me with your care!

In preparation for our future session, here are some things you should know to prepare.

I am fully vaccinated and I will not be wearing a mask during in person sessions unless you request me to do so. I prefer that you only attend in person sessions with me if you are fully vaccinated. I also request that if you plan to meet with me in person, you fill out the Covid symptom questionnaire for contact tracing purposes at this link:

<http://www.melissa-tower.com/clientforms.html#newclientreg> Most insurances are continuing to pay for telehealth services but I recommend that you verify with your insurance company directly.

If you are meeting with me in person then you will be meeting with me at the location of my personal residence(See address above). I do request that you respect the privacy of my home and property while meeting with me. My office is located in the rear space just behind my garage. You can park in my driveway or on the street in front of my house. If there is another car in the driveway then please do not park behind that car. Park your car close to the garage so that makes it easier to park another car next to yours if needed.

The entrance to the office is on the far right side of the house when in the driveway facing the house. You will see a boardwalk that leads along the side of the garage to the entrance door of my waiting room. Once in the waiting room please make sure the door is fully shut and press the doorbell button on the table which alerts me you are waiting. I will be with you shortly. I do ask you to understand that the client before you may be in a vulnerable situation that may need extra time to collect themselves to exit my office, so please understand that this time I will be offered to you if in need of as well. For the most part, we will work together to stay on time so that everyone can maximize their session times. There is an exit door from my office so please do not worry about someone exiting through the waiting room while you are in there. Every measure has been taken with this new office to protect your privacy.

Please try to use the bathroom facilities prior to your arrival to in person sessions as I do not have a bathroom easily accessible for public use. You may use the bathroom in my home but please let me know if you need so that I can allot time to escort you.

I have a therapy puppy in training. She is a St. Berdoodle(St. Bernard and Standard Poodle). Her name is Breaga. She is hypoallergenic. She is on site and may be in our sessions at times. Please notify me if you are not comfortable with having my therapy puppy in training during your sessions.



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If you are a new client, please review my website to get to know a little more about me, my experience, services and what to expect. Also, please READ and complete the **New Client Registration Forms** at the following link on my website:

<http://www.melissa-tower.com/clientforms.html#newclientreg>

If you prefer the flexibility to meet with me virtually, always or even on occasion if your insurance permits; I request you also complete the **TeleHealth Consent Form**. The **Release of Information Form** is only for anyone else you wish for me to have permission to speak to regarding your care. Please do not fill this form out for your primary care physician as that release is within the New Client Registration Forms. 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 through the link above.

I have purchased the HIPPA compliant and secure version of Google Meet platform for my virtual sessions and I have been finding this to be most reliable. Virtual sessions are best when using a desktop or laptop computer, having a good internet connection, and **strict privacy**. 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. I email the 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.

My email address is the best way to reach me: melissa@melissa-tower.com. Please contact me by email should you need to reach me. My email is encrypted on my end for your privacy but please note that most likely your email is not and may be viewable by others. I will respond to your email but I will do so very carefully and as discreetly as possible as far as how I respond. I do offer highly secure messaging, calling, and an additional virtual platform application called SPRUCE. This is specifically an APP called SPRUCE to be used on a smartphone or tablet device. I will need to send you a text to “invite” you to join SPRUCE. Feel free to let me know if you would like to correspond that way as well for additional security with the phone number you would like me to send you the invite notice and link.

Please contact me by email should you need to contact me for any reason. 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 within my website.



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If you need to speak with me, please call me through SPRUCE or my office phone: 616-344-5161. 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!

Melissa R. Tower, MA, LLP

Melissa R. Tower, MA, LLP
Limited License Psychologist