

*Where we identify the problem and the solution!*

Instructions for receiving virtual services

1. Download consent forms from via the website at [www.totalwellnesscounseling.com](http://www.totalwellnesscounseling.com)
2. E-mail the completed forms to [twac.health@gmail.com](mailto:twac.health@gmail.com) or fax the completed forms to 844-270-8089 at least 24 hours before your scheduled appointment
3. Download the Zoom application



1. Allow Zoom to have access to your camera
2. Complete the brief Zoom sign up process
3. Click on the Zoom message sent from your clinician via text message or e-mail at your scheduled time
4. At the start of your session, you will be required to pay any financial responsibilities via Venmo or Cashap using twac.health@gmail.com or credit card. Place your full name in the description box
5. If you use a credit card, a 10% service fee will be charged.

Additional information

1. Please ensure you are in a quiet and private place free from distractions during your appointment
2. Missed virtual appointments that are not reschedule or cancelled 24 hrs. in advance will be billed 50.00