



## FIRST APPOINTMENT CONFIRMATION

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Dear

Thank you for choosing The LightHouse Arabia (TLA) to help with your concerns. We are committed to providing you with the highest quality service and support.

Your first appointment is scheduled as follows:

**SERVICE:** Couple Therapy

**CLINICIAN:**

**DATE:** Tuesday, January 8, 2019

**TIME:** 00:00 PM

**FEE:** AED /50 minutes + AED 50 Registration Fee

**VILLA:** 1

***Please bring a valid ID (e.g., Emirates ID, passport, driver's license or GCC ID) on your first visit for registration purposes.***

### HOW TO GET THE MOST OUT OF YOUR FIRST APPOINTMENT:

In preparation for your first session it is useful to consider how you may have influenced the current state of your relationship. It is also useful to consider what both of you want to get from therapy in terms of your relationship. Couple therapy focusses on the relationship, rather than either individual involved. This means a willingness and agreement to work towards shared goals is as important as speaking about current problems and frustrations in the relationship.

If you have any major concerns before this appointment or throughout your journey with us, please email our Clinical Director, Dr. Tara Wyne, at [drtwyne@lighthousearabia.com](mailto:drtwyne@lighthousearabia.com).

#### **1. BEFORE THE APPOINTMENT**



##### PREPARE FOR YOUR FIRST APPOINTMENT

- Check if your insurance plan covers the service you are coming in for. It is helpful to have a good understanding of the services covered and whether a referral from a medical doctor or psychiatrist is necessary. Our team is available to assist you if you would like to book an appointment with our psychiatrist or if you need further information about our psychiatry services. There may be exclusions or limitations to your insurance plan. Please call your insurance provider to check if couple therapy is covered under your plan. If it is, please bring a claim form that our clinician will complete after the second or third appointment. We do not provide direct billing; thus, you will be required to pay first and then get reimbursed by your insurance company.
- Take a moment to familiarize yourself with our treatment policies. [Click here](#) (link to policies) to view our policies. If you have questions or need any clarification, you can email our Client Care Liaison, Pol Alfaro, at [palfaro@lighthousearabia.com](mailto:palfaro@lighthousearabia.com).



#### 48 HOURS BEFORE YOUR APPOINTMENT:

- You will receive a reminder SMS
- If it is necessary to cancel your appointment, we require that you notify us as soon as possible and no later than 12.00 pm (noon) the day before your appointment.



#### THE DAY OF YOUR APPOINTMENT:

- Check our location map <https://goo.gl/maps/pYq94ygz2aNWE8WdA> to get **directions** to TLA. If you need any help with directions, please call reception on **T. (0)4 380 2088**.
- Valet parking is available at the entrance of Villa 821 on Al Wasl Road. Self-parking is available behind the clinic on Street 2B.
- Please arrive 15 mins before your appointment to allow sufficient time for registration and check-in.
- Bring a valid form of ID
- Bring your preferred method of payment:
  - For your convenience, you can make a payment in a variety of ways: credit card, debit card, bank transfer, PayPal or check
- The registration process will take 10 minutes and will include:
  - Filling out the registration form (as per Dubai Health Authority requirements, we will take a copy of your valid ID for our records)
  - Reading and signing the 'Treatment Policy and Informed Consent' form. [Click here to view the form](#) (pdf)
  - Completing a preliminary assessment form for your clinician – the Clinical Outcomes in Routine Evaluation (CORE). [Click here to view the form](#) (pdf)
- Your clinician will come out to meet you in the reception area at your scheduled time.

***Our team is available to assist you if you need any help or clarification during the registration process.***

## 2. DURING YOUR FIRST APPOINTMENT

The clinician uses the first session to establish an initial overview of your relationship, which includes hearing from both of you. The clinician will be starting to form a picture of the nature of your communication and interaction, and will be trying to identify key issues and challenges. During the first session the clinician will also provide an introduction to couple therapy itself, including answering questions about what to expect. It is important to keep in mind that couple therapy is a process that takes time, and immediate changes or improvement should not be expected from the first few sessions.



#### RAPPORT

Your clinician will work to create an atmosphere of ease and trust where you feel encouraged to speak openly about all your concerns. The most important predictor of good therapy outcomes is the quality of your relationship with your clinician. Your clinician will check in with you to see how you are feeling about your interaction, and you should also feel free to speak up if anything is unclear or uncomfortable.



#### CONFIDENTIALITY

Rest assured that anything you disclose to your clinician will remain strictly confidential. Please [click here to view our confidentiality policy](#). (link to policies)



### 3. AFTER YOU HAVE COMPLETED YOUR FIRST APPOINTMENT

- Make a payment for the appointment. For future appointments, payment will be collected before the start of therapy.
- Schedule your next appointment(s).

#### THINGS TO KEEP IN MIND

##### RESCHEDULING OR CANCELLING YOUR APPOINTMENT

If it is necessary to reschedule or cancel your appointment, we require that you notify us as soon as possible and no later than 12.00 pm (noon) the day before your appointment so that your cancellation is not considered 'late' and subject to a charge. We can be reached on



**T. +971 (0)4 380 2088 or T. +971 (0)50 473 3563.**

##### ADDITIONAL CLIENT PRIVILEGES

As a valued client of The LightHouse Arabia, you will receive:

- Preferential booking for other services at TLA, such as seminars and workshops
- Priority placement at the top of our appointment list if you stop and then resume services with one of our clinicians
- Free 60-minute talk delivered by one of our clinicians on a topic of interest to your community group or workplace (AED 3,750 value)

We look forward to welcoming you to The LightHouse Arabia, and to building a productive and successful relationship.

