



FIRST APPOINTMENT CONFIRMATION

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: Speech and Language Therapy

CLINICIAN:

DATE: Tuesday, January 8, 2019

TIME: 00:00 PM

FEE: AED /50 minutes + AED 50 Registration Fee

VILLA: 3

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:

Therapy appointments will last for 60 minutes. 50 minutes are typically spent directly with the client. The clinician may take 5-10 minutes (depending on session length) at the end of the session to discuss feedback with you.

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.

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 is necessary. There may be exclusions or limitations to your insurance plan.

Please call your insurance provider to check if Occupational 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.



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 initial session is referred to as a screening which lasts for 35-45 mins. The clinician uses a play base screening tool to test and gather a history of the presenting concerns and other background information. Following the screening, the clinician will provide feedback and make a recommendation to either start with therapy or an assessment.

An assessment takes 2 -4 hours. A report and feedback are provided 7-10 days after the assessment along with a recommended therapy treatment plan.

If therapy is recommended, the clinician will do a dynamic assessment and probe skills over 2 or 3 sessions to determine goals.

By the end of the evaluation, the clinician will be able to offer initial impressions of the services required, the treatment plan and provide recommendations on the length and frequency of sessions.



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.

