



## 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:** Psychotherapy

**CLINICIAN:**

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

**TIME:** 00:00 PM

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

**VILLA:**

***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:

It is common for people to experience a range of emotions about therapy. You may feel both eager to begin, and nervous about beginning the process. We encourage you to not let any uncomfortable feelings keep you from beginning what you know will be in your long-term best interest. As with most situations in life, you will likely find that as you forge ahead your worries will quickly lessen.

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 is necessary. There may be exclusions or limitations to your insurance plan.  
Please call your insurance provider to check if Psychiatry is covered under your plan. If it is, please bring a claim form that our clinician will complete after the first session. 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



#### STARTING YOUR THERAPY JOURNEY

The clinician's aim in your first appointment is to start getting to know you and what brought you to therapy. They will also spend time helping you get to know them and how they work. In addition, you will be educated about the treatment policies that will guide your therapy.



#### 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

- You may need a few moments to reflect on your appointment. If you would like to take some time alone before heading to reception, our team will find you a quiet and comfortable space to be alone.
- 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.

