

NOTICE: HOMETREE THERAPEUTIC SERVICES DURING LOCKDOWN (COVID-19)

**THE HEALTH PROFESSIONS COUNCIL OF SOUTH AFRICA (HPCSA) MADE A POLICY
DECISION ON THE 26TH MARCH 2020, TO ALLOW TELEHEALTH / TELETHERAPY.**

Therefore AS FROM MONDAY 30TH MARCH 2020

UNTIL FURTHER NOTICE

HOMETREE will be offering

ON-LINE APPOINTMENTS

available as SKYPE/WHATSAPP VIDEO CALL SESSIONS

for NEW as well as EXISTING CLIENTS

during OFFICE HOURS Mon – Fri (09h00 till 16h00)

The following therapeutic services are available online:

Clinical psychologists: Jackie Fleetwood & Julia Kuhn

First Consultations and assessment

Individual psychotherapy

Couples therapy

Matthew Taylor: Trauma Counselor

Trauma Counseling

We prefer SKYPE sessions to other online platforms as it offers improved security, confidentiality and fewer disturbances. If however you are comfortable to take the risks involved of doing a Whatsapp Video Call please indicate when setting up your appointment.

CANCELLATIONS 24 HOURS IN ADVANCE

Appointments not kept will be fully charged, so please make sure that you cancel your appointment 24hours in advance per email to bookings@hometree.co.za.

HOW DO I BOOK AN ONLINE APPOINTMENT WITH HOMETREE?

Please follow these steps to set up your online appointment:

EXISTING CLIENTS	NEW CLIENTS
Contact Marietjie Basson, our Practice Manager, on Cell: 0837339900 to set up an appointment.	Contact Marietjie Basson, our Practice Manager, on Cell: 0837339900 to set up an appointment.
You will receive a consent form for online sessions, per email to be filled & signed and returned to bookings@hometree.co.za .	You will receive a client agreement & consent form for online sessions, per email to be filled & signed and returned to bookings@hometree.co.za .
If you have a Prescribed Medical Benefit (PMB) in place you will receive a final booking confirmation per email.	You will receive a provisional booking confirmation with date and time of your appointment as well as a pro forma invoice with banking details.
If you do not have a PMB in place, you will receive a provisional booking confirmation with date and time as well as a pro forma invoice with banking details. Please use the Reference Number on your invoice to when making an EFT& forward your POP to bookings@hometree.co.za .	Please use the Reference Number on your invoice when making an EFT& forward your Proof of Payment (POP) to bookings@hometree.co.za .
On receipt of your POP a appointment confirmation will be forwarded to you per email and you are all set	
After the consultation you will receive a Statement showing your payment and with all the information you need in order to claim from your medical aid, depending on your benefits for psychological services.	

In order to set up your SKYPE / WHAT'S UP SESSION you will need the following:

1. Download SKYPE / WHATSAPP (FREE) on your smartphone, laptop or computer.
2. For a SKYPE CALL: Log in on SKYPE and send an invite to **jackie.fleetwood1** at least 24 hours in advance of your set appointment. You will receive an acceptance message at the time of your appointment
3. If you prefer WHATSAPP, send a WHATSAPPP message with your Surname, Name as well as Date and Time of appointment from the phone you will be using for your session to **Hometree Cell No: 0633335563**. You will receive an acceptance message confirming your appointment has been logged.

**PLEASE NOTE THIS NUMBER IS EXCLUSIVELY USED FOR TELETHERAPY
AND NO OTHER CALLS OR MESSAGES WILL BE ANSWERED.**

FOR BOOKINGS and ADMIN please contact Marietjie at Cell 0837339900

Take the following in consideration in getting ready for your appointment:

4. When setting up for your SKYPE/ WHATSAPP session, please ensure that:
 - a. You are in a private, sound proof, space with no interruptions.
 - b. Your device is sufficiently powered.
 - c. You have good WI FI/ sufficient data coverage.
 - d. You have something to drink and tissues.
5. To ensure Confidentiality please make sure that:
 - a. Your device is securely protected by passwords. Please note that the practice cannot be held responsible for a breach of security on your device.
 - b. You have the latest version of SKYPE/ WHATSAPP which offers the best security.
 - c. Preferably wear headphones to assist in confidentiality, improve sound and cut out noise disturbances.

We trust that this alternative service will serve you well in taking care of yourselves as well as those around you during this difficult time

The HOMETREE TEAM