**Frequently Asked Questions**

**Do you offer online therapy?**

I offer online therapy during the COVID-19 pandemic via Zoom, Skype or FaceTime. Our initial assessments are in person, and thereafter we can discuss if online therapy is required. Before your first scheduled appointment, I will email through my COVID safety protocols that are currently in place. These are regularly reviewed and updated.

**How do payments work?**

My billing is done at the end of each month, and payments can be made via EFT or cash. Please settle your account within one week of receipt of my invoice. You are welcome to submit the account to your medical aid after making payment. The amount they will reimburse you depends on your plan type. Appointments that are cancelled with less than 24 hours’ notice will be charged for in full. Missed appointments cannot be claimed back from your medical aid. You are welcome to contact me for my current fees that I charge per session.

**What are your practice details?**

I am registered with the Health Professions Council of South Africa (HPCSA) as an independent medical practitioner and my Practice Number is 0228931. My psychotherapy practice has been formally reviewed and accredited by the South African Society of Psychiatrists (SASOP). I hold a Master’s Degree (MA) in Mindfulness-based Psychotherapy awarded by Middlesex University in London, in collaboration with The Karuna Institute, and a Medical Degree (MBChB) from the University of Cape Town.

**What is the difference between counselling and psychotherapy?**

Counselling is short-term, within a specific time frame and more goal orientated. Psychotherapy is medium to long-term, and can sometimes have an open-ended time frame. There is a place for both approaches, and it depends on your specific needs. Counselling and psychotherapy offer a supportive therapeutic relationship that can assist you in moving forward with more ease and clarity. It may also provide an opportunity for processing traumatic life events that could still be affecting you.

**Do you also offer GP check ups?**

No, I do not offer GP check-ups, though I often work in collaboration with other health care professionals.

**Do you prescribe medication?**

The focus of our work together is psychotherapeutic, though I do sometimes prescribe medication as an adjunct to assist you, when there is a clear indication for this. This is done in collaboration with you, at the right timing and pace.

**I am running late for my appointment. Can I still come through?**

Yes, feel free to let me know you will be arriving late. I understand there can be unforeseen delays that arise on the day. Your therapy slot is allocated for you and that time is set aside. We would need to finish on time as usual, and will have a shorter session.

**I need to cancel my appointment more than 24 hours in advance. Can I reschedule?**

If another slot opens in the week, I would be happy to reschedule. Please let me know as far ahead of time as possible, so that we can try and make a plan.

**What happens during holiday periods?**

I will let you know my dates of leave ahead of time, so that we can prepare for them. It can be valuable to have the space away from our usual weekly sessions during these holiday periods. This gives us an opportunity to see how you are getting on, and also what arises for you, which we can then work with after our break. Please also let me know when you have a holiday planned, and I will make a note of this.

**Can I refer my partner, friends or family to see you?**

Once we have contracted to work together after the initial assessment, I will only work with you and not see your relatives or close friends for therapy. Please let me know as soon as possible if there has been an unforeseen overlap. I would be happy to offer recommendations for other practitioners for them to work with. This is necessary so that I may offer an optimal therapy environment, with robust boundaries and confidentiality in place.

*You are welcome to contact me if you would like further information.*

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