



Hello

Homeopathy with Ali Lomax
www.horsleyhomeopathy.co.uk
ali@horsleyhomeopathy.co.uk



I appreciate that you may not have received homeopathic treatment before, so I hope this letter of explanation on how I work, helps!

Consultations

Your appointment may be face to face or online and I will send a Zoom link to you via email in advance should it be an online appointment. I may ask you to complete a health questionnaire and/or obtain medical treatment and test result details **before** the appointment, in order that I can take the case as accurately as possible during the Initial Consultation. As you will see, this first appointment takes extra time but Follow Up appointments are typically 30-45 minutes.

Policies and GDPR

I am registered under the Professional Body 'Homeopathy International' (www.hint.org.uk). I work to high professional standards and under up-to-date GDPR policy regulations. Please read the policies and if you are visiting my clinic in person, print off and sign the consent forms. If your appointments are online, I will ask you to agree for me to tick the box on your patient questionnaire at the start of the consultation.

Occasionally I may ask you to share your experience via a testimonial for the benefit of others looking into Homeopathy as a way of treatment. I do not need to use names.

My working hours are Tuesday and Wednesday 9am-9pm (UK time) and some Saturday afternoons for appointments. Monday 9-10.30am and Thursday 9am-6pm are my admin and casework/prescription days.

Please see my website for availability, bookings and fees: www.horsleyhomeopathy.co.uk/booking

Understanding and Ordering Prescriptions

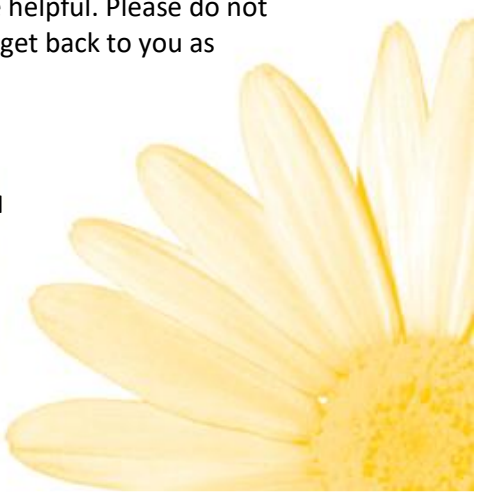
If you reside in the UK, you will receive your prescribed remedies directly from me within a week following your appointment. Overseas patients will typically be guided to ordering directly from a local pharmacy and I will advise you of recommendations and specific prescription details.

Appt Cancellations: I require 24 hours' notice of cancellation of appointments and will need to charge for the unattended appointment should this not be managed. I do my best to re-schedule appointments where possible with notice.

Getting the hang of using Homeopathy can sometimes feel overwhelming and I do hope the instructions slip and prescription details you receive with your remedies are helpful. Please do not hesitate to get in touch if you have any queries and I will do my best to get back to you as soon as is possible.

Email correspondence is the most effective initially and you can email me here: ali@horsleyhomeopathy.co.uk.

You can also leave a brief message on my answerphone: 07810533528.





Out of Hours Service

Should you need homeopathic support out of hours, and I cannot get back to you quick enough, you can get in touch with Homeopathy 247 (<https://homeopathy247.com/>) which provides a 24 hours round the world service. If you are UK based you can also contact the Homeopathic Helpline, open from approx. 9am to midnight most days (*see my website for more details*). It is helpful to explain the prescriptions you are currently receiving and give my name in order that continuity in treatment remains wherever possible.

Please do not hesitate to get medical attention in an emergency.

I do hope this information helps and I very much look forward to working with you.

With best wishes,

Ali Lomax

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TERMS AND CONDITIONS

Thank you for booking a Homeopathic appointment with me.

By booking a consultation with me, please also agree to the terms and conditions below:

*I will send you an appointment confirmation via email, usually with a booking confirmation which has a blue **Make Payment** area to click on and initiate payment through my online booking system.*

If you need to cancel your appointment, please do so no later than 24 hours beforehand to avoid being charged.

I will suggest a follow up appt date after your appt or with your prescription details which, on confirmation, I can book in for you or be booked in yourself via my website.

If you arrive late to the appointment, I will still need to stick to the allocated appointment time so that I do not delay other patients or casework needed doing.

Sometimes I will ask for medical information or details regarding your case ahead of the appointment which can help save time.

I am a fully qualified and experienced homeopath and member of Homeopathy International (HINT). I therefore work professionally, according to their code of ethics and confidentiality is of prime importance to me.

Occasionally I may ask for your permission to display a testimonial or certain descriptive phrases used during a consultation that may help others understand more about the way homeopathy works. This will be done anonymously and with your full consent.

