

CLIENT AND PRACTITIONER AGREEMENT

This agreement is to clarify how I practise and to set out the terms under which I work. Please let me know if you have any queries.

I am a registered and insured member of the Society of Homeopaths and practice in accordance with the Society's Code of Ethics and Scope of Practice documents.

Initial consultations last up to an hour and a half, followed by follow up appointments, usually at monthly intervals, which last around 45 minutes to an hour's length. Homeopathic remedies are posted after an appointment, usually within a week. If you need to cancel a session, please let me know as soon as possible; with less than 24 hours' notice, you may be charged the full fee for the missed session (no short-notice cancellation fee will apply if you cancel an appointment due to suspected Covid-19 symptoms) . I will give you as much notice as possible if I am not available.

Payment can be made by card payment at the end of the session (if in-person), or if you prefer to pay by bank transfer, I ask you to do this before the session. **Please note, for online appointments, I ask for payment via bacs *in advance* for a first appointment and on receipt of an invoice from me, after follow-ups.** Details of my fees are available via my [website](#). Please note that I cannot guarantee complete confidentiality with regards to financial information for payments made by card or bank transfer. Receipts for payment are available upon request.

Confidentiality - consultations are confidential and I will not disclose any information about you to a third party subject to the following exceptions: - I have regular supervision to support me in my work and ensure that I maintain best practice. Your anonymity is protected, and supervisors are also bound by confidentiality rules. If certain types of criminal behaviour were to be disclosed, I may be legally obliged to break confidentiality. In extreme circumstances, if I believe you or someone else to be at risk. I would endeavour wherever possible to obtain your consent or inform you in advance if I needed to break confidentiality.

Remit of practice – Homeopaths are trained to listen intently to what is being said during a consultation, with interest and compassion and from a person-centred perspective. This can feel and perhaps look similar to a counselling session at times and you may benefit from being heard and your feelings being positively regarded. However, it is important to recognise that the purpose of the listening, questions and observation on the part of a homeopath is largely to help them gather the information that they require in order to help find the right remedy to stimulate a healing response in you. It is important that you seek the support of trusted friends or relatives, appropriate organisations or an appropriately qualified therapist, at times of emotional distress or crisis, or should you need ongoing support, as this is beyond the scope and expertise of a homeopath (unless additionally trained or qualified).

Regular follow up appointments are encouraged (at around monthly intervals), in order to review and reflect upon your experiences after taking the selected remedies and for feedback on how your symptom picture has changed. This will help the homeopath decide on next steps regarding the continuation or change of a selected remedy over time. It is expected that you keep in regular contact with your GP if on prescribed medication and about any health concerns requiring medical attention. Homeopathy is a complementary therapy which can be safely used alongside prescribed medicines.

Record keeping and GDPR - I keep handwritten notes recording what is spoken about in sessions, for the purpose of analysing after the session and deciding upon choice of homeopathic remedy. These

are stored in a locked filing cabinet. Records are destroyed 7 years after a final session, unless otherwise agreed and any emails and texts will also be deleted. I ask that you keep information in emails to a minimum as I cannot guarantee email server security. You have the right to ask to see any information that I hold about you and to ask me to change anything that is incorrect or delete anything. I am registered with the Information Commissioner's Office (ICO), reference no. ZA562749. If you are concerned about how I hold your data, in the first instance please contact me, as the data controller for my business. If you have further concerns which have not been addressed, please contact the ICO at <http://ico.org/concerns/handling/>

Your personal data is used in the following ways:

- 1) For the purpose of communicating with you (e.g. booking appointments); I will communicate with you by email, other digital methods, by telephone and by post.
- 2) From time to time, *anonymised* information you share, not including personal data, may be discussed during supervision sessions with another homeopath, or homeopaths, either in a one to one, or a group supervision context.
- 3) To share a newsletter and/or information of relevance or interest.

Virtual consultations - when conducting a virtual consultation e.g. via zoom or skype, I will be speaking with you from a private space to ensure confidentiality. Please ensure that you are also able to do this.

I do not record consultations unless by prior agreement with you. PLEASE NOTE, that I also do not consent to clients recording consultations without my agreement.

Please sign below to indicate that you have understood and accept the information above. **If returning by email, please mark this box to confirm that you agree to the above declaration and type your name in the signature space below.**

Client signature Date

Email: kellyhomeopath@gmail.com

Web: www.kelleyboultonhomeopath.com