

## Helpful Information for your Appointments

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**Online Video Appointments:** All appointments are currently via our secure video link system Telehealth. There will be an individual link set up for all of your appointments and this will be within your appointment confirmation and re-sent to you in the appointment reminders.

Please watch this [video](#) that explains how Telehealth works. Hopefully you don't experience any issues during your telehealth call, but if you do, see these troubleshooting steps, depending on what browser or device you're using:

- [Troubleshooting video and sound on a Mac](#)
- [Troubleshooting video and sound on Windows](#)
- [Troubleshooting video and sound on an iPhone](#)
- [Troubleshooting video and sound on an iPad](#)

**Appointment Reminders** These are sent 5 working days prior to your appointment.

**Cancellation** I ask for a minimum of 72 hours notice to cancel or change your appointment and a week is preferable. I appreciate your support in this as it allows the time to be offered to someone else.

**Payment** The investment for our Initial appointment is asked for at time of booking in order to confirm the commitment of us starting to work together. An invoice will be sent that contains my online bank details for online bank transfer (This is refundable with one week's notice). For all subsequent appointments- invoices are sent afterwards. If you require a PayPal invoice then please let me know (paypal charges apply)

**Getting in touch** As part of my team Donna can take appointment booking requests and queries by phone and email Monday to Friday between 8:30am and 5pm. If you would like a call back then don't forget to leave a phone number and the best time for her to call you.

All questions regarding appointment times, rescheduling, test kit orders and results can be dealt with by Donna. Telephone number: 01273 921913. Email: [info@sandra-james.co.uk](mailto:info@sandra-james.co.uk)

**Email Guidelines** Due to the increasing number of emails - I have listed some suggestions below that will help me answer your questions quickly and efficiently and reduce the time taken whilst still giving you the support you need without delay. I really appreciate your support in this!

- If you have a number of questions, it's helpful if you can save them up over a week and lay them out in bulleted format
- Please don't assume that I will remember everything about your case. A few pointers such as always helpful and saves me going through all of your notes
- If you can write your questions succinctly and ideally, answerable with a "yes" or "no."

If you have a lot of questions which will be difficult to answer without clarification then I may advise you to book a 10 minute phone consultation (£35) as we can then deal with all the questions much quicker in conversation or you can also request to book a 10 min phone call by getting in touch with Donna too. I aim to reply to all emails within 2 working days Monday-Friday.