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PHA Inc News

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Welcome!

Hi and welcome to this month's edition of the PHA News.

Just a reminder, if you have anything to contribute or find some helpful resources that you feel will be valuable to other members for future editions, please email them to me at kriskern@iinet.net.au.

I look forward to receiving your articles and ideas!

A Tool to Make Running Your Practice Easier

Are you looking for tools to make running your hypnosis practice easier and more efficient?

I'd like to share with you a great program which I've personally been using since July 2013.

It's called Cliniko and is a cloud-based practice management system which achieves a number of different functions.

The company is Australian, so it's easy to get support during business hours, though of course in summer with daylight saving the time difference is a slight issue.

There are other similar types of systems out there but this one has been specifically designed for healthcare practitioners.

The developers are also

committed to listening to their users and are continuously upgrading it to make it even better.

I really like Cliniko because I'm not super tech-savvy and find it very intuitive so it was easy to find my way around in the beginning.

Another bonus is that it's not really expensive like some other systems such as Front Desk which costs thousands of dollars a year just for one licence.

A licence with Cliniko for one practitioner is \$50 a month.

It can also be used across multiple locations and for multiple practitioners – prices vary.

What can you do with Cliniko? Loads of

different things but you can just keep it quite simple if you want. It's really up to you how much you want to get out of it.

Booking appointments in Cliniko is very simple. You can set up the system so you have different types of appointments (i.e. initial session, follow-up session etc) which have different durations and show in the diary as different colours. This makes it easy to get an overview of your week.

It's possible to set the system up to take online bookings, though I haven't done this yet.

There is also a mobile app for Cliniko so you can access it while you're out and about. I have yet to work out how I can book appointments into the system while I'm on a call though!

A Tool to Make Running Your Practice Easier



For \$50 a month Cliniko is a great investment that helps you to run your practice more efficiently

So to take bookings while out you probably need a separate device. Perhaps I'm missing something – as I said, I'm not that tech-savvy!

You can set up appointment reminders to go out automatically via email and/or sms to reduce no-shows.

I have mine set to go out at 10am the day before the appointment. I used to send sms reminders manually. Now I save time and no longer need to worry about remembering to do it.

Booking follow-up appointments is very quick too.

For client notes, you can set up templates which are very easy to do. These can include tick boxes so that rather than having to type in specific things that you frequently discuss with a client you can just tick the boxes you set up and the text for the ticked boxes will appear in the notes. I find this great for my weight loss clients and it's also a good reminder for me; rather like a check list for myself.

You can also attach documents to a client i.e. letters from GP, forms etc. Documents need to be in pdf or png format.

All my invoicing is now done in Cliniko. Invoices can be made directly from the appointment. You just need to set up the different billable items once in the settings section which is very easy.

Invoices are customisable to a degree, so you can insert your details, logo and provider numbers and comments.

I also use Xero, a cloud-based accounting package in lieu of MYOB, Quicken etc. Xero obtains all my bank statements plus Cliniko sends invoices directly to Xero so everything can be matched up.

Cliniko also syncs with Mailchimp for emailing newsletters.

Another great feature is the reports. You can create financial reports like daily payments, outstanding invoices, practice revenue, plus

client birthdays and marketing reports such as referral sources, number of clients and appointments.

Cliniko is also secure and is backed up regularly. So far I haven't had any situations where I wasn't able to log in. As far as I'm aware, since starting with it this has only happened once and the support team worked around the clock and made changes to avoid the situation happening again.

My only disappointment is that there is not yet a streamlined way of getting client questionnaires into the system and this will hopefully be resolved soon. (A number of other practitioners using it have also requested this).

However, overall I'm very happy with Cliniko and would encourage you to take a look at it.

You can check out the features and sign up for a one month free trial at <https://www.cliniko.com/>

By Kris Kern

Christmas Message from the Chairperson

Dear PHA Inc members, the Christmas season is upon us once again and I am sure you have wondered where the past year disappeared too. It's now time to reflect and make plans for the coming New Year. I do hope you have all achieved your goals and aspirations during 2014, improved and honed your hypnosis/hypnotherapy skills, expanded your knowledge to better equip yourselves for the many new clients coming your way in 2015.

On behalf of the PHA Inc. committee and myself:

Faith makes all things possible, Hope makes all things work, Love makes all things beautiful, May you have all three this Christmas.

We're wishing you a Christmas Full of laughter, love and light,

With delicious Christmas foods to excite your appetite.

We're hoping you receive delightful gifts to make you smile,

With family and friends to love you all the while.

We wish you a Merry Christmas; May your Christmas dreams come true, And when Christmas is over, a Happy New Year, too!

Ralph Nielsen



From the Library Shelves

On behalf of all members I would like to thank all those who donated items to our library this year.

As time permits, I will be converting all our CD files to MP3 and they will be available as a separate loan item.

If any member wishes to borrow an item over the holiday period they can make a request via email

kenneth@perthhypnoclinic.com.au and collect it from my home.

I've been a tad busy and haven't done any reading this last month so I am unable to recommend anything, but I can say 'Hypnotherapy' by Dave Elman was the most popular read this last year.

Ken Eldridge

Librarian



Training



With the resignations of Training Officers this year it has been a challenge, but with the support of my fellow Committee members we have continued without any interruption. And thank you to those members who unselfishly gave us their knowledge and experience through their presentations this last year.

I would also like to thank those members who put up their hand to conduct training presentations next year. I will be contacting you over the break to program the training for the coming year.

We have a variety of presenters lined up for training in 2015, and I am sure all members will enjoy the range of subjects.

It has been a privilege to work with and for you this last year. I wish all of you a very happy break and I look forward to seeing you all in the New Year

Best Wishes everyone

Ken Eldridge

November Training:

Due to us not being able to get into the normal room for the November meeting, the training ended up being a bit of a shemozzle! Thanks to Verona we had the meeting and training at her house but it started very late and was cut short.

During the session I presented information on the damaging effects of gluten and modern wheat on health and will continue the discussion during the February meeting.

Contrary to popular opinion, these effects are not limited to people with coeliac disease, but instead the majority of people consuming wheat products particularly, and occur via various mechanisms. These include immune reactions and damage to tissue far beyond the gastrointestinal tract, as well as strong blood sugar fluctuations leading to weight gain, diabetes and insidious brain damage.

Even though wheat may not be the main causative factor in your clients' issues, it may be a contributing factor in conditions hypnotherapists commonly see such as anxiety, depression, weight gain and difficulty losing it, arthritic and other pain, cardiovascular disease, autoimmune disease and more.

[Here is a link to some notes](#) I made which I feel would be more valuable than the slides I had prepared, that were mainly pictures without text. You'll need to enter the password **pha**

I hope you find this information useful. Just so you know, while preparing for the presentation I listened to 25 interviews with the world's experts on this topic. These included professors in gastroenterology and immunology.

I also read most of two fairly new books 'Wheat Belly' by cardiologist Dr William Davis and 'Grain Brain' by neurologist Dr David Perlmutter, which I highly recommend.

Kris Kern



Training Dates for 2015

General Meetings (10am)/Training (11am) = M/T
Training (10am) = T

8 th February 2015	M/T
8 th March 2015	T
12 th April 2015	M/T
No May PHA event as it is Mother's Day on the 10 th	
14 th June 2015	M/T
12 th July 2015	AGM/Lunch
9 th August 2015	T
13 th September 2015	M/T
11 th October 2015	T
8 th November 2015	M/T



Resources

Here is a link to an [interview Lynne Malcolm from ABC radio's All in the Mind program did with Dr Michael Yapko](#) while he was in Australia this year. The interview is about using hypnosis to help people develop new ways of thinking. Dr Yapko's site is www.yapko.com

Cal Banyan has a series of free videos on hypnosis. Just [sign up to his newsletter here](#)

Terence Watts has some great resources many of which are free on his website [Hypnosense](#)

[Hypnothoughts](#) is a free online hypnosis community

Research Article:

[Effects of Cigarette Smoking History on Neurocognitive Recovery Over 8 Months of Abstinence in Alcohol-Dependent Individuals](#)

Script of the Month

There was a suggestion for this month's script to be focused on helping people cope with the stresses of the festive season.

While I wasn't able to find a script for specifically for this I have found a couple that could be useful and which aren't copyright protected.

[Fear of What Other People May Think](#)

[Protective Shield](#)

Message from the HCA

As a result of a complaint from a member of the public to the HCA, which is currently under investigation, the HCA has asked PHA Inc to remind members to not only act with ethical considerations in all their dealings with the public, but also be mindful that those actions must be carried out in a way that is also perceived as being ethical, fair and with due process.

So now would be a good time to go back and read the PHA Inc Code of Ethics which is on the [PHA Inc website](#). You also received a copy when you paid your membership fees.

HCA has also asked that you make sure all your information on your website is up to date and that you are not making any misleading claims.

This is for your own protection!

Final Words



Wishing you a very peaceful and restful festive season and a great start to the New Year.

Again, if you have any information you think would benefit other members and would like to share in a future newsletter, please forward it to Verona gibson_lawrance@aapt.net.au at or myself at kriskern@iinet.net.au

Kris Kern
Editor
