

Frequently Asked Questions

How much does it cost to join?

It's free to join :) We use a commission based model so there are no joining or subscription fees.

What will I be earning per session?

This will vary depending on your level of training & years of experience. We offer the highest rates in the industry and it's important to us that therapists working with us are fairly compensated & feel valued.

Can I choose whether to offer in person or online therapy?

Absolutely! We know that whilst both in person & online sessions can be effective, working in person suits some people & working online suits others - that goes for clients & therapists. You're welcome to offer the types of sessions that are in line with how you choose to work.

Do you have an app?

Yes we do - you can find us on both the Apple & Android stores.

If I want to offer in person therapy sessions do I need to find my own rooms?

Yes, we don't provide rooms so you can choose to use the rooms that best suit you & your requirements. You may find some of the therapists are already renting rooms in your area & there may be opportunities to co-rent.

Do I have to record a video for my profile?

We recommend that you do as it's a good way for people to get a sense of you & what it would be like to have therapy with you. It's likely to encourage people to book a session with you but it's ultimately your choice!

Can I offer sessions at any time in the week?

Yes, it's completely up to you when you offer sessions in your diary - during the daytime, evenings and/or weekends, the choice is yours.

What if someone books a session with me but I don't feel I'm the best person to help them?

Ensuring a good fit between client & therapist is important to us. We want you to be free to work according to your clinical judgment & best practises, as well as clients having a good outcome. You always have the opportunity to let a client know if you are not a suitable therapist for them.

Can I reserve the same slot for someone so that they can come at the same time each week?

Definitely! You have full control over your diary & it's easy to reserve a time slot for ongoing sessions once someone has started therapy.

Is there a between-session admin that I'll be asked to do?

No. Other than outcoming your sessions, it's up to you if you write any progress reports or letters. At Lumo Health we don't set requirements about how therapists conduct therapy & you're free to practice according to your clinical judgment.

Can I book-in clients I've already been working with before joining Lumo Health?

Of course, everyone's welcome! If you'd like your pre-existing clients to benefit from Lumo Health's features & tools, you can ask them to book into your diary. There will be no First Session commission taken & all sessions will be treated as Ongoing.

I'd like to work with clients who use their private medical insurance to pay for sessions, is this possible?

Yes, our platform supports sessions funded by all the major insurance companies.

Do you provide supervision?

We believe it's important for practitioners to be able to choose their own supervisors rather than there being a requirement for in-house supervision. However, there are opportunities to join up with other therapists for peer supervision & special interest groups, as well as finding a supervisor from the available expertise in the Lumo Health community.

Do you provide CPD opportunities?

Yes, we love new ideas & the sharing of knowledge. We arrange a programme of internal & external CPD events.

I don't know if I'm eligible to join, what should I do?

No problem, if you're not sure if you have the necessary qualifications / level of experience, you can send us an email at hello@lumohealth.care

I'd like to write an article for the blog, how do I do this?

We welcome blog contributions & it's a great way to raise your profile. You can send them to hello@lumohealth.care

Is Lumo Health GDPR-compliant?

Yes, we have taken care to ensure information used and stored on Lumo Health is in line with GDPR. We would encourage you to also register with the ICO in case of needing to keep any additional information external to the platform.