

PRCA MindWorks MENA Program

EMAIL ASSISTANCE PROCESS FLOW

1

Members Send an Email

To the dedicated email provided by LifeWorks describing the emotional issue he/she is going through

2

Psychologist responds

to the member and can ask for more details to be provided via email or provide quick recommendations to follow based on the emotional issues of the member.

3

Member will have choice either to provide details requested by the psychologist or end the email trail.

4

Psychologist will review the case and further details provided by the member. Both the psychologist and the member may agree to speak over phone instead of email

5

Psychologist provides recommendations which include referrals to some articles, books, videos, quick tips for a one to one session if needed.

6

Member follows the recommendations and can email back to discuss further about the progress.