



iHOMEOPATHY24/7

ACUTE PRACTICE



tawk.to

W O R K B O O K

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iHomeopath247 TAWK Acute Consultation Training Workbook (Indian Version)

1: What is TAWK?

TAWK is the chat platform you will use to connect with individuals visiting the iHomeopath247 website.

Through this chat interface, you will:

- 1. Offer Acute Consultations**
- 2. Offer a 15-minute Free Chat (to help convert interest into a full consultation in long lasting complaints)**

While on duty, you must:

- 1. Respond to enquiries within 1 minute.**
- 2. Offer consultations and explain what they include, a 24-48 hr follow-up email with further guidance.**
- 3. Guide visitors to appropriate sections on the website.**
- 4. Collaborate with your fellow homeopaths for seamless support.**
- 5. Provide helpful and empathetic care as a professional homeopath.**



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6. Forward suggestions for website improvement to:

drvarshamkhurana@gmail.com

As a part of the iHomeopath247 team, remember:

You are never alone. Reach out via:

1. Team WhatsApp Group.
2. iHomeopath247 Facebook Group.
3. Private TAWK message between team mates.
4. Secret TAWK conversation message.

GETTING READY FOR ACUTES

You'll gain confidence by practicing through acute consultations. After just 10 sessions, your comfort and skill will grow significantly.

You'll be trained on:

1. Logging into TAWK
2. Setting up your profile and notifications
3. Creating Zoom meeting shortcuts
4. Handling client enquiries
5. Sharing invoice links



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You'll practice:

1. Sharing your Zoom link.
2. Directing to other team members.
3. Issuing invoices.

Ensure you:

1. Stay updated with services offered
2. Know how to access:

Team details

Pharma and remedy kits

Blog and eBook resources

BEFORE YOU BEGIN:

1. Set up an online calendar (e.g., Calendly with 15-min free chat link)
2. Set up payment platforms (Bank account/GPAY/ Indian provider like Razorpay)
3. Set up Zoom with your unique room link.
4. Set up your iHomeopath247 profile page.
5. Access TAWK on both laptop and mobile. Primary work should be done on a computer.

3: Setting Up TAWK

1. You will receive an invitation link to join the iHomeopath247 TAWK workspace.
2. Do NOT register independently.
3. Once in, the workspace will show "iHomeopath247" at the top.



SET YOUR PROFILE:

1. Upload a headandshoulders photo (contact (drvarshamkhurana@gmail.com) if needed)

2. Set sound notifications:

Use different gentle tones for site visits and chats.

4: Your Shift Structure

Shifts run as 4 hour slots & are shared between two team members. You may begin with 2-3 shifts per week. Weekly schedule remains constant.

If you need time off:

- Arrange holiday cover in advance.
- Use the emergency WhatsApp group for last minute issues or cover.
- Shared Shifts:

Member 1 takes first consult, Member 2 the second, and so on, Alternate roles weekly

You must be available for the entire 4 hour shift. This supports skill building and consistent service.

5: Working Your Shift

- Before your shift:
- Contact your shift buddy.
- Open your Zoom room.
- Test notifications on your devices.

Post in the "Ask an Indian Homeopath" Facebook Group.



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During your shift:

- Respond quickly (within 1-2 minutes).
- Offer consultations or redirect chronic cases.
- Share your calendar link for 15-min chats.
- Be helpful and maintain professionalism.
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6: Taking an Acute Consultation

In TAWK Chat:

1. Greet and introduce yourself.
2. Ask if they'd like an acute consultation.
3. Explain fees and what's included.
4. Send the invoice via email and paste the link in chat.
5. Share your Zoom meeting link.

In Zoom:

- Confirm if they are already working with another iHomeopathy247 homeopath.
- If seen in last 48 hrs, offer free support only if original homeopath is unreachable.
- If more than 48 hrs, proceed with a paid consult.
- Always respect and notify the original homeopath
- Establish:
 - What remedies they have at home or access to
 - When they last took a remedy
 - Symptoms that need addressing today



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After Consult:

1. Send a prescription email within 60 minutes.
2. Confirm payment received before sending prescription

Include:

- Remedy, potency, dose/ repetition.
- Backup remedies for 48–72 hours.
- Amazon/online links for easy access.
- Instructions for different outcomes.
- How to update you.
- When you will follow up.

Follow-up in 48 hours and again in 1–2 weeks.

Add to your email list if they do not have a regular homeopath.

7: Facebook, Ask an Indian Homeopath Group

- Use this group to build rapport:
- Post a welcome note each shift.
- Answer questions clearly, explain WHY.
- Encourage discussion in comments.
- Create interactive content: polls, quizzes, etc.



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Your aim:

1. Show your expertise and helpfulness.
2. Promote your services, group, events.
3. Build your own client base during your shifts.

8: Prescription Email Checklist

1. Send within 60 minutes (or inform client of ETA):
2. Remedy name, potency, dose/repetition.
3. Backup remedy instructions.
4. Where to buy (with link).
5. What to do for different symptom changes.

How/when to update

How to reach you

Feedback form link

Invite them to work with you further (e.g., full consultation or packages)

c 9: Holiday Cover

1. Ask your shift buddy first.
2. Post on the "iHomeopath247 Practitioners" Facebook group.
3. Fill out the shared rota with temporary shift changes.
4. You may also take on extra shifts as they're available.



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10: Final Notes

1. Acute consults will not build your full practice—focus on FB, email, and community.
2. Use your downtime to market, write blogs, and engage with your audience.
3. Use TAWK to build confidence, community, and skills.
4. If something isn't working, change your approach.

TAWK Agreement Summary (iHomeopath247)

This agreement is between the practitioner ("Homeopath") and iHomeopath247:

1. Independent Practice:

You are responsible for your clinical decisions and compliance with local laws.

2. No Platform Liability:

iHomeopath247 is not liable for advice or treatment provided by you.

3. Professional Conduct:

Maintain confidentiality, clarity, and ethics at all times

4. Indemnity:

You indemnify iHomeopath247 from any legal claims arising from your services.

6. Platform Use:

Follow platform rules; do not misrepresent credentials or availability.

7. Termination:

Either party may terminate with written notice. Afterward, cease using the brand or platform name.

Signature:

Homeopath Name: _____

Signature: _____

Date: _____