Hey, he sent me, they sent me a survey. And there I saw what they are doing as a platform for people, eh? This ones that have been formed that we are part of that you love to know about your cervical to be able to offer services to volunteer, etc., that is what was clear to me with the survey that I carried out that is exactly what we are doing perfectly. You know, then I can start, you can summarize a brief description of the services offered by hospitals.

And I'm sorry that you write about the services that I offer as a professional, that's how it is at times. No, Vital Voices I really. Job I am a psychologist by profession, so I really liked this course we took.

Sometimes they have spoken to me about volunteering, I have not done any at the moment, but I have it there as an alternative since it is, eh? Work with a girl or with a person and do mentoring sessions with that person, but now you don't do work with the hospitals, I work alone. I didn't hear you work alone and not with a vital voice.

Eh, yes, work is found work in another Foundation I work in a foundation for the most part and I also give psychological consultations I almost never do mentoring because no, no, it is not my specialty, eh? Generally what I do is psychotherapist consultations. What is your client recruitment process?

Sorry, I didn't hear you, you heard me well. I hear you well, yes, but too much truck outside, how much driving we are on a very worried street, ok, tell me about your process, is there any other question, yes. Summarize your client recruitment process .

Mine Yes. How do they look for you? Okay, good. By reference from other colleagues or other patients. You do how to market on social media.

No, as if not, I don't do it from time to time on my networks, eh? From time to time in my personal networks yes, eh? I guess I restart the query not or things about my work, but but in my personal networks no, I don't pay anything or fee or anything like that nor do I have a professional page at this moment and how it is currently marketed.

Mmm like I told you, huh? Not really, I don't have any marketing strategy as I already have ah-huh it's usually by referral from other patients the old fashioned way. And what problems do you encounter when starting a relationship with a client? Well

People look for me, huh? They want to set up a date, huh? Do a little research on where I give the consultation, how much do I charge, eh? Is this generally let's say if they get to the first date, huh? We are one eh? As in a way that they can. That

Let us not tell you that it depends on the patient's situation, but if it is a patient who can work every 15 days or every 22 days. I'll tell you if you're a patient who has to be worked on once a week due to the severity of the situation, eh? I tell him that this is the only way I could attend to him and let's say they decide, eh? If you can come every week or every 15 days or every 22 days for the first appointment, eh? If I charge a fee, eh? Let's say the rate that I usually charge and if the person commits and I see them committed as the third date, I offer them or I can offer them this, eh? A fee, huh? Preferential so that it is sustained during the process because I am very interested in it sustaining one more process, what, eh? Let a consultation come and go because the process is what is going to help you.

Do you have regular clients? Yes clients who commit to their process once a week once every 15 days or once every month. But they are committed to Some who arrive for the first appointment or some who only contact me and no no no no no, no they don't even make it to the appointment.

Or what? And how much are the difficulties they face when scheduling clients? Well, I generally have to balance my office hours at the foundation where I work with consultation hours, that is something that is complex for me because I can only attend on Friday afternoons and Saturday mornings, so My clients have to adapt a little to that one.

To that schedule more than I adapt to their schedule and this office where I work is an office that I share with another colleague. So I don't have it 100% to myself or in the evenings, right, or on Saturday afternoons, which could be a good date, let's say I don't have a place to attend times when I can, which would be the nights or the Saturday afternoons.

And I use ahm to calendar programs like Outlook Google No, I only send them by WhatsApp or on each site, eh? One day before the confirmation of your children and you are selective with new clientele. Hey, hey, no, not usually not, if they refer you to me, no, no, if you contact me, then I don't see it, I see it, I see the person.

Only if they are couples, maybe I won't treat them because I'm not a couples therapist, working with children, adolescents and adults. When I treat teenagers or boys and girls, I don't need to meet your parents. It's like the first interview with their parents more than like Viña. or with a child with a teenager, yes, I go with the person at once.

No what? And what information do you want to know before accepting a new client? Well, if it is, let's say it, eh? Committed to the rate that it costs my my service if it is going to arrive on time, right here we committed in that, right?

Sometimes I can offer to do the virtual consultation, but it almost depends if it is a person who lives far away from where I am that person accesses virtuality but if they live relatively close they like it more in person. I offer you the alternatives and mmm, basically, right? Yes, it is very important that you sign a consent that we have as a protocol from the college of psychology of Costa Rica and this one.

What was he getting into and there let's say he commits to the treatment to the way in which we have agreed to the rate, to let's say fourth professional secret as long as his physical and mental integrity is not compromised by, eh, etc. So the location of your customers is not a factor in the selection process.

No, because I know if he has looked for me it is because you know where I am and the rest may be that the client does not live, I serve in the city and there it may be that he lives in San José but not relatively close, let's say and so he lives outside. eh? I offer you virtuality. And there are times when customers don't want to pay.

It hasn't happened to me if they are late, but they don't always pay me and they pay you before or after providing the services. After And how important is protection against scams on a platform for you? .

Oh yes, it is very important, it seems so. And you have experience, I wouldn't want to see forgiveness. No, no, calm down, I wouldn't want to see them paying for my work, right, not for me anymore by establishing a relationship as is established in one, eh? A therapeutic process.

And what is your experience in paperwork or documentation such as registering your business is tedious or easy? If this God is desperate for me, I'm doing it, eh? What I do is mmm I always. You know what the consultation is about, so I have like notebooks for each patient.

OK and you have experience working with a third-party platform to manage communication and logistics with clients. No And I do that very old-fashioned.

Before it was done like a secretary as a confirmation, that is, everything I do is very personalized in that sense. And a digital platform is something that you would be interested in incorporating into your processes. Well, actually I would like this one as long as it sounds like something super commercial to us because I want more good, eh? May my personal brand be, eh, a professional one, eh? Trained studied, let's not say that people look for me for that reason, not because of the propaganda that I do, let's say, but hey, it could still be many things at the network level. Let's say, huh? With important topics, that is, something that sounds very professional that is not a question.

For sale And what are the aspects? Bored of their current practice to wait as a third-party platform will help The appointments were scheduled on the agenda Let's say the patient sees what days he can, what times he can, let's say, that would be very useful for me. Ah, this one that will confirm the EH that I will send you a message to confirm your appointment in knew could also be useful for me and let's say visualize where Picostorio is, who am I? In other words, have a little more visibility.

Although and knowing the reputation of a client you would like to have a lot of data or only on heating. Just the rating really.

And what information would you like when considering new clients?

I don't have let's say your preferences, that is, as I tell you, I take care of adult women. If maybe I wouldn't like them to be addiction problems because I don't have expertise in that, basically don't look for addiction problems because I don't have expertise in that or couples.

And I prefer to have access to a large amount of data such as repeat preferences and a personality profile of each customer or believe that direct heating is more than enough. I want it to stop now but No, I don't prefer that they come to me and I meet them. Generally that doesn't work in psychology.

And about your pig profile. Oh, you'd rather it be deeper or easier to set up. I didn't understand your question when you can repeat it to me. Yes, about your profile on the platform, do you prefer it to be deeper and more difficult to configure because it is easier and like ah, my humorous to configure.

Well, I would like my profile to show my professional credentials with quotes. Yes, let's say the data where they can find me, right let's say my experience, I think that also how can I be a person, what could it be that my career brings a little? .

And are there any design elements that you would like to have on the platform that best represent you or yourself? Well, there is a there is a symbolism that I have red flowers, allow me a moment because It's a street.

Although they are red flowers that I always use because it is as if exactly like a logo I would like colors, let's say, eh? Like reddish strength of strength, eh? No, not screaming robots but like bergamot like that is parous, no, not cakes if they weren't, well, it's true that the idea seems to me of empowerment of power of force of energy, that's what I'm trying to identify that my patients so that they can go through life there and have strength in their decisions in their lives.

Would you consider investing funds on the platform to reach more customers? Hey, he repeats me again. Would you consider investing funds in the platform to reach

Yeah, okay, and that's the last one. I can't hear you, sorry. I didn't understand you well, I can't hear you because I think the service is bad. Aha, if you like, turn off your camera because that way you take away from it.

Hey! Okay, I would invest if I would like to, yes, yes, I could invest. Sorry Yes, I could invest. Yes. Okay, that's a last one. Asked. Are there any other potential security features you would like to see in the third-party center? .

Mmm no no no No, it's not okay, thank you for your time, your answers will help us a lot. You have another question, it's for us. No no no

I hope the project turns out very well, thank you, we will be in touch. Oh, have a nice day. Very good, too. See you later until