



ORIENTAL SPA

MY PROFILE & CONSULTATION FORM

How clients sign in, fill in their consultation form and see their visits — and what reception does with it.

ORIENTAL SPA · PLATTEKLOOF & BRACKENFELL · 2 OCTOBER 2026

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1 THE IDEA IN ONE PAGE

Every client has one profile, one **client number**, and one link: **myprofile.orientalspa.co.za**. There they sign in, fill in or update their consultation form, and see their bookings and visits.

Rule	What it means in practice
One link for everyone	Reception never creates a personal link. The same address goes in every booking email, every WhatsApp and on the QR code at the desk.
The code proves who it is	The client types their email address . We email a 6-digit code to it. There is no SMS. Without that code nobody gets in — not a partner, not a colleague, not someone holding a booking slip.
A phone number is not a password	Many people know a client's number, so a number alone never opens a profile. The client signs in with their email, and the code goes to that inbox.
One profile = one client number	PC-#### if we first met the client at Platteklouf, BC-#### if at Brackenfell. The number never changes and is never reused. Both branches see the same profile.
Health details stay private	Emails to staff never contain health details, only "a form was received for PC-0142". Every time staff open a form it is logged.

WHY THIS DESIGN

An earlier plan had reception generate a personal one-time link for every client. That cost reception time at every booking. With one link and an emailed code, reception does nothing per client and the client is still the only person who can open their form.

2 THE LINKS

Address	Who uses it	Status
myprofile.orientalspa.co.za	Clients: sign in, profile, visits, consultation form	Live
myprofile.orientalspa.co.za/form	The consultation form, opened from the profile (already filled in with the client's details). Saved encrypted.	Live
myprofile.orientalspa.co.za/?demo=1	A sample profile with invented data — for showing people how it works	Live
dashboard.orientalspa.co.za	Reception and management (bookings, invoices, vouchers)	Live
clients.orientalspa.co.za	Reception: client records and consultation forms. Opened from Clients in the dashboard menu	Live
training.orientalspa.co.za	Staff: this handbook and the guides, plus the training school (LMS, students). Opened from Training in the dashboard menu (Help downloads the handbook directly)	Live

The old address consent.orientalspa.co.za is switched off (2 October 2026). Every link we send points at My Profile. If a client mentions the old address, send them the My Profile link.

Printable forms (for clients who prefer paper)

Blank forms are printed **at the spa**, not by clients: dashboard menu → **Forms**. It offers the massage form, the facial & beauty form, both together, and print-shop files with crop marks.

1 · In the booking email

Every confirmed booking email carries a line: *"Before your visit: your consultation form"* with the My Profile link. It goes out when an online booking is confirmed and when you approve one.

2 · By WhatsApp from reception

For phone bookings and walk-ins, tap **Send consent form** on the booking card or in the walk-in form. A WhatsApp window opens with this message ready (only the name and branch change). If the booking has no number, it asks for one first:

Hello **[name]**, this is Oriental Spa **[branch]**. Before your visit, please complete (or check) your consultation form in My Profile: <https://myprofile.orientalspa.co.za> — sign in with your email address and we'll email you a code. It takes about four minutes. Thank you!

3 · QR code at the desk

Print the code on the right and place it at reception. A client scans it with their phone camera while they wait.



My Profile

Scan with your phone camera
myprofile.orientalspa.co.za

Walk-in in a hurry? Hand them the paper form (section 9) — it asks the same questions.

4 SIGNING IN

The client types their **email address** and taps **Send my code**. Sign-in is by email only: there is no mobile-number option and no SMS.

The image shows two mobile app screens for signing in. Both screens have a dark green header with the 'ORIENTAL SPA' logo and 'MY PROFILE' title, and a navigation bar with 'YOUR VISITS · YOUR FORMS · YOUR DETAILS'.
The left screen, titled 'Sign in', has a sub-header 'Sign in' and a message: 'No password to remember. We email a one-time code to the address on your profile.' Below this is a label 'Your email address' and a text input field containing 'you@example.com'. A large green button labeled 'Send my code' is at the bottom. At the very bottom, there are two links: 'First time with us? [Create your profile](#)' and 'Just looking? [See a sample profile](#)'.
The right screen, titled 'Check your email', has a sub-header 'Check your email' and a message: 'If this is on our client list, we've emailed a 6-digit code to the address on your profile. It expires in 10 minutes.' Below this is a label 'Enter the 6-digit code' and a numeric input field containing '4 8 2 9 1 6'. A large green button labeled 'Continue' is at the bottom. At the very bottom, there is a message 'Code expires in 10 minutes · 5 tries.' and two links: '[Resend code](#) · [Use a different number](#)'.

Sign in with an email. One field, one button. First-time clients use "Create your profile" underneath.

Enter the 6-digit code. It expires after 10 minutes and allows 5 tries. "Resend code" sends a new one (one a minute).

THE MESSAGE NEVER SAYS WHOSE NUMBER IT IS

The screen always reads *"If this is on our client list, we've emailed a code..."* — whether or not the number belongs to a client. That is deliberate: nobody can use the page to find out who is a client of Oriental Spa. If a client says "it didn't send", check that the email they typed is the one on their profile (section 11).

- A client stays signed in on their own phone for **30 days**. "Sign out" on the profile ends it straight away.
- Opening or updating the health form asks for a **fresh code**, even if they are already signed in — so a borrowed, unlocked phone does not expose it.

5 THE CLIENT'S PROFILE

 ORIENTAL SPA

MY PROFILE

YOUR VISITS · YOUR FORMS · YOUR DETAILS

Welcome back, [Sign out](#)

Thandiwe M.

YOUR CLIENT NUMBER

PC-0142

Quote it when you book, call or buy a voucher. Welcome at Plattekloof and Brackenfell. Client since Mar 2025.

YOUR NEXT VISIT

OCT

3

Saturday 3 October · 11:00

Swedish Massage · 60 min

Plattekloof · booking OSB-9KWSL

[Reschedule](#) [Book another visit](#)

Client number and next visit. Welcome card with the PC-/BC- number, then the next booking with date, time, treatment, branch and reference.

CONSULTATION FORM [Up to date](#)

Signed 21 Sept 2026 · PCF-2609-7K4Q · Plattekloof

3 notes for your therapist [Hide](#)

- Pregnancy — 24 weeks
- Allergy: nut oils
- Preference: light pressure, avoid abdomen

[Update my form](#) [Download PDF](#)

[Email me a copy](#)

PCF-2503-2H8M · signed 2 Mar 2025 · replaced by your newer form

Health changed, or pregnant, injured or on new medication? Update your form before your visit. Updating saves a new version; the old one is kept until your records expire, 5 years after your last visit.

Consultation form. Status (Up to date / Not yet filled in), notes for the therapist (hidden until tapped), Update, Download PDF, Email me a copy, and older versions.

VISIT HISTORY [14 visits](#)

21 Sept 2026

Pregnancy Massage · 60 min

Plattekloof · OSB-7RQ2D

30 Aug 2026

Deep Cleansing Facial · 60 min

Brackenfell · BSB-2KD8M

9 Aug 2026

Swedish Massage · 60 min

Plattekloof · OSB-5TW9A

12 Jul 2026

Back, Neck & Shoulder · 30 min

Plattekloof · OSW-3JX4P

14 Jun 2026

Hot Stone Back Massage · 45 min

Plattekloof · OSB-8NCIE

24 May 2026

Swedish Massage · 60 min

Plattekloof · OSB-6GH3K

[Show all 14](#)

GIFT VOUCHERS

Aug 2026

OS-2608-114 · R600

Redeemed 21 Sep 2026 · Plattekloof

Visit history. Every past visit at both branches with the booking reference. Gift vouchers linked to the client show underneath.

MY DETAILS [Edit](#)

Name

Thandiwe M. (sample)

Client number

PC-0142

Mobile

+27 82 000 0142

Email

thandiwe.sample@example.com

Date of birth

12/04/1988

Emergency contact

Sipho M. · +27 83 000 0999

Home branch

Plattekloof (where your number was issued)

YOUR PRIVACY

My details and privacy. Name, number, mobile, email, date of birth, emergency contact. Download my data, and Ask to delete my records.

What the client can change

Change	How it is handled
Email	A code is sent to the new address first, to prove it is theirs.
Name or mobile	Held for reception to confirm at the next visit — these are how we find a client's records, so we check it really is them.
Health	"Update my form" saves a new version . The old one is kept (marked "replaced") until the records expire.
Delete	"Ask to delete my records" goes to Oriental Spa Management — Jasmin Tshangana , jasmin@orientalspa.co.za . Invoices are kept for the legal period; everything else, including health forms, is deleted.

Retention: records are kept for **5 years after the client's last visit**, then deleted automatically.

6 FILLING IN THE FORM

"Update my form" (or "Fill in my form") opens the consultation form with the client's name, mobile, email and date of birth already filled in. The bar at the top confirms whose profile it will save to.

ORIENTAL SPA
MY PROFILE
YOUR VISITS · YOUR FORMS · YOUR DETAILS

Confirm it's you

Your health form is private, so we ask for a fresh code before opening it. We've emailed one to the address on your profile.

Enter the 6-digit code

7 3 1 0 5 4 |

Continue

Code expires in 10 minutes · 5 tries.
[Resend code](#) · [Use a different number](#)

Confirm it's you. Before the health form opens, a fresh code.

ORIENTAL SPA
CLIENT CONSULTATION FORM
YOUR WELLNESS. OUR CARE.

Please tell us a little about your health so we can give you a safe, comfortable treatment. It takes about four minutes, and everything you tell us is kept private.

Signed in as **Thandiwe M.** · client PC-0142 · this form saves to your profile only · [back to my profile](#)

Prefer paper? Printable A4 forms: **Massage** · **Facial & beauty**

1 YOUR VISIT

Branch

Platteloof Brackenfell

Treatment(s) you are seeking... choose all that

Signed in as ... The green bar shows the client number the form saves to. Paper versions are one tap away.

2 PERSONAL DETAILS

Full name *required*

Thandiwe M. (sample)

Date of birth (dd / mm / yyyy) *required*

12 04 1988 **Age 38**

Gender *optional*

Female Male Other

Prefer not to say

Mobile number (with country code) *required*

South Afr 82 000 0142

Email address

thandiwe.sample@example.com

Address

Personal details. Date of birth as dd / mm / yyyy (age appears as they type). Mobile and emergency numbers with country code.

3 HEALTH & MEDICAL HISTORY

Is this your first visit to Oriental Spa? **Yes** **No**

Do you have, or have you had, any of the following? Tick all that apply.

☒ Allergies ☐ Asthma

Nut oils

☐ Epilepsy ☐ Diabetes

☐ High / low blood pressure ☐ Heart condition / pacemaker

☐ Blood clots / thrombosis ☐ Varicose veins

☐ Cancer ☐ Recent surgery

☐ Joint problems ☐ Arthritis

☐ Osteoporosis ☐ Muscle / back problems

Health & medical history. Tick what applies; some ticks open a "please specify" box.

How often do you exercise?

Regularly Sometimes Rarely

Never

Do you smoke? No Yes

Do you drink alcohol? No Yes

How much water do you drink a day?

Less than 1 L 1-2 L More than 2 L

Do you use any skincare products? No Yes

6 SKIN ANALYSIS & CONCERNS

Skin type (choose one)

Normal Dry Oily

Facial & beauty sections appear only when a facial, nails, brows or waxing is chosen. A massage-only client never sees them.

13 CONSENT & AGREEMENT

☐ I have provided accurate information about my health, medical history and preferences. I understand that it is my responsibility to inform my therapist of any changes to my health, medical history or skin condition. I give my consent for the treatment(s) to be carried out by the therapist at Oriental Spa. *required*

☐ I understand the treatment may be adjusted or declined if it is not safe for me, and that spa treatments are for relaxation and wellbeing — not a substitute for medical care. *required*

☐ **My health information:** I consent to Oriental Spa keeping the health information on this form so therapists at both branches can treat me safely. *required*

☐ Offers and news by email or

Consent & agreement. Treatment and health-information consents are required; offers and news are optional.

logged. We do not sell or share it. We keep it for five years after your last visit, then delete it. You can ask to see or correct it at any time: plattekloof@orientalspa.co.za. Should you wish to have your records deleted, please contact Oriental Spa Management: Jasmin Tshangana at jasmin@orientalspa.co.za.

14 SIGNATURE

Client signature — draw with your finger or mouse **required**



Clear signature

Full name (typed) **required**

Signature. Drawn with a finger, plus the typed name. The date fills itself in.

What the client sees: Thank you — your form is saved to your profile PC-0142 as PCF-2609-8M2X. Your previous form PCF-2609-7K4Q is now marked as replaced. A PDF copy is on its way to your email.

Reception gets: “Updated consultation form for PC-0142 — open it in the dashboard.” No health details in the email.

[← Back to my profile](#)

Saved. The client sees their new form reference; the previous one is marked replaced; a PDF copy goes to their verified email. Reception gets a notice with no health details.

Which form does the client get?

One form adapts to the treatment: the massage questions always, and the facial & beauty questions only when a non-massage treatment is chosen. It follows the two sample forms Jaz supplied (massage; facial & beauty).

Under 18? A parent or guardian section appears automatically once the date of birth shows an age under 18.

7 NEW CLIENTS

 ORIENTAL SPA

MY PROFILE

YOUR VISITS · YOUR FORMS · YOUR DETAILS

Create your profile

One profile works at both branches. You'll get your own client number.

Full name

Mobile number (with country code)

 South Afr ▾

Email address — your sign-in codes go here

Which branch do you usually visit?

☐ Plattekloof ☒ Brackenfell

Create your profile. Name, mobile, email and usual branch. The code goes to the email they typed, which proves it is theirs.

 ORIENTAL SPA

MY PROFILE

YOUR VISITS · YOUR FORMS · YOUR DETAILS

Welcome, Sign out

Lindiwe K.

YOUR CLIENT NUMBER

BC-0231

Quote it when you book, call or buy a voucher. Welcome at Plattekloof and Brackenfell.

CONSULTATION FORM

Not yet filled in

Please complete your consultation form before your first treatment. It takes about four minutes.

Fill in my form

New client number. Issued straight away (BC- for Brackenfell, PC- for Plattekloof), with a prompt to fill in the form.

Good to know

- If the mobile number already has a profile, the client is **linked to it** instead of getting a second one. If the email on file is different, reception confirms first.
- A client first seen at Plattekloof keeps their **PC-** number when they visit Brackenfell. The prefix records where we first met them — nothing else.
- A client we already know by phone but who has **no email on file** uses "Create your profile" with the same mobile number: the profile is linked to their existing record and visits.

8 WHAT RECEPTION SEES AND DOES

Tap **Clients** in the dashboard menu. Client records open in a new tab (clients.orientalspa.co.za), already signed in; ← **Dashboard** at the top takes you back. Search by name, phone or client number (screens shown with sample data).

ORIENTAL SPA Client records Plattekloof Brackenfell Signed in as reception (sample)

Search name, phone or client ID (PC-/BC-)

All Needs attention No form yet Access log

Thandiwe M. (sample) ⚠️
PC-0142 · 082 000 0142 · Plattekloof
form 2026-09-21

Pieter D. (sample)
PC-0051 · 072 000 0051 · Plattekloof
no form

Aisha K. (sample)
PC-0388 · 084 000 0388 · Plattekloof
form 2026-08-30

Naledi R. (sample)
PC-0203 · 076 000 0203 · Plattekloof
form due for deletion

Lerato S. (sample) ⚠️
BC-0011 · 071 000 0011 · Brackenfell
form 2026-09-28

Thandiwe M. (sample)
PC-0142 · first seen at Plattekloof · 14 visits · last 2026-09-21

MOBILE
082 000 0142

EMAIL
thandiwe.sample@example.com

DATE OF BIRTH
1988-04-12

CONSULTATION
form 2026-09-21

Consultation & consent

Health details are private. Opening this record is logged with your name and the time.

Open consultation PCF-2609-7K4Q

Send form via WhatsApp **Reviewed with client** **Withdraw / delete (admin)**

Preview: opens WhatsApp to 082 000 0142 with our standard message and the My Profile link (myprofile.orientalspa.co.za). Same link for every client — they sign in with a code emailed to them, so nothing is generated per client. Try it: myprofile.orientalspa.co.za

2026-09-21 14:00 - Pregnancy Massage 60 min - Plattekloof

Client records. Left: the client list with filters (⚠️ Needs attention, No form yet, Access log). Right: the profile — contact details, the consultation status, "Open consultation" (logged), "Send consent form via WhatsApp", "Edit details", "Reviewed with client", and the client's bookings.

Reception, step by step

- 1 **Before the treatment**, look for ⚠ on the booking. It means the form has something the therapist must know (pregnancy, allergy, recent surgery, blood pressure...). The calendar only shows the ⚠ — the details open in the client's profile.
- 2 **Open the consultation** only when you need it. Every opening records your name and the time.
- 3 **No form yet?** Tap **Send consent form via WhatsApp** (the standard My Profile message) or hand over a paper form.
- 4 **Contact details wrong?** **Edit details** on the client record. The client number never changes, and a mobile number that already belongs to another client is refused.
- 5 **On arrival**, check the answers with the client and tap **"Reviewed with client"**.
- 6 **Name or number changed?** Approve or decline the change the client asked for in their profile.
- 7 **Client asks for their records or deletion?** Pass it to Jasmin (admin). Do not delete anything yourself.

ORIENTAL SPA Client records Plattelkloof Brackenfell Signed in as reception (sample)

Search name, phone or client ID (PC-/BC-)

All ⚠ Needs attention No form yet Access log

Thandiwe M. (sample) ⚠
PC-0142 · 082 000 0142 · Plattelkloof
form 2026-09-21

Pieter D. (sample)
PC-0051 · 072 000 0051 · Plattelkloof
no form

Alsha K. (sample)
PC-0388 · 084 000 0388 · Plattelkloof
form 2026-08-30

Thandiwe M. (sample)
PC-0142 · first seen at Plattelkloof · 14 visits · last 2026-09-21
MOBILE: 082 000 0142 EMAIL: thandiwe.sample@example.com
DATE OF BIRTH: 1988-04-12 CONSULTATION: form 2026-09-21

Consultation & consent
Health details are private. Opening this record is logged with your name and the time.
Open consultation PCF-2609-7K4Q

Send form via WhatsApp Reviewed with client Withdraw / delete (admin)

Profile with ⚠. Health details stay behind "Open consultation".

ORIENTAL SPA Client records Plattelkloof Brackenfell Signed in as reception (sample)

Search name, phone or client ID (PC-/BC-)

All ⚠ Needs attention No form yet Access log

Choose a client on the left.

Thandiwe M. (sample) ⚠
PC-0142 · 082 000 0142 · Plattelkloof
form 2026-09-21

Pieter D. (sample)
PC-0051 · 072 000 0051 · Plattelkloof
no form

Alsha K. (sample)
PC-0388 · 084 000 0388 · Plattelkloof
form 2026-08-30

Filters. "Needs attention" lists every client with a ⚠; "Access log" shows who opened which record.

9 PAPER FORMS

Printed A4 forms ask the same questions, in the same order. Use them for walk-ins, clients without a smartphone or email, or when the internet is down. Print them from **Forms** in the dashboard menu.

[illegible]

Massage — page 1

CENTRAL SPA		CLIENT CONSULTATION FORM - CONTINUED																					
MESSAGE PREFERENCES What type of message would you prefer today? (You can tick more than one) <table border="0"><tr><td>☐ Tick / checked</td><td>☐ Deep tissue</td><td>☐ Acromioclavicular</td><td>☐ Thai & oil assisted</td></tr><tr><td>☐ Back, neck & shoulder</td><td>☐ Hot stone</td><td>☐ Thai reflexology</td><td>☐ Sports / injury recovery</td></tr><tr><td>☐ Japanese shiatsu</td><td>☐ Chinese tui na</td><td>☐ Other _____</td><td></td></tr></table> Please see your partner. <table border="1"><thead><tr><th>Light</th><th>MEDIUM</th><th>Firm</th><th>Deep</th></tr></thead><tbody><tr><td>Casual, relaxing touch ☐</td><td>Balances of pressure ☐</td><td>Deeper, for tension relief ☐</td><td>Stronger, for loose knots ☐</td></tr></tbody></table>				☐ Tick / checked	☐ Deep tissue	☐ Acromioclavicular	☐ Thai & oil assisted	☐ Back, neck & shoulder	☐ Hot stone	☐ Thai reflexology	☐ Sports / injury recovery	☐ Japanese shiatsu	☐ Chinese tui na	☐ Other _____		Light	MEDIUM	Firm	Deep	Casual, relaxing touch ☐	Balances of pressure ☐	Deeper, for tension relief ☐	Stronger, for loose knots ☐
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Casual, relaxing touch ☐	Balances of pressure ☐	Deeper, for tension relief ☐	Stronger, for loose knots ☐																				
FOCUS AREAS Tick off what you feel: <table border="0"><tr><td>☐ Full body</td><td>☐ Neck & shoulders</td><td>☐ Legs</td><td>☐ Arms</td></tr><tr><td>☐ Hands & feet</td><td>☐ Back / head</td><td>☐ Other _____</td><td>☐ Areas to avoid _____</td></tr></table>				☐ Full body	☐ Neck & shoulders	☐ Legs	☐ Arms	☐ Hands & feet	☐ Back / head	☐ Other _____	☐ Areas to avoid _____												
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☐ Hands & feet	☐ Back / head	☐ Other _____	☐ Areas to avoid _____																				
WHAT WOULD YOU LIKE TO ACHIEVE TODAY? <table border="0"><tr><td>☐ Relaxation</td><td>☐ Stress relief</td><td>☐ Pain relief</td><td>☐ Improve circulation</td></tr><tr><td>☐ Better sleep</td><td>☐ Muscle recovery</td><td>☐ Other _____</td><td></td></tr></table>				☐ Relaxation	☐ Stress relief	☐ Pain relief	☐ Improve circulation	☐ Better sleep	☐ Muscle recovery	☐ Other _____													
☐ Relaxation	☐ Stress relief	☐ Pain relief	☐ Improve circulation																				
☐ Better sleep	☐ Muscle recovery	☐ Other _____																					
CONSENT & AGREEMENT I have provided accurate information about my health, medical history and preferences. I understand that it is my responsibility to inform the therapist of any changes to the above information. I give my consent for this treatment to be carried out by the therapist at Central Spa and I understand the treatment may be adjusted or stopped if it is not safe for me, as this form is for information purposes only for relaxation and wellbeing – and a substitute for medical care. ☐ My health information: I consent to Central Spa keeping the health information on this form so therapists at other branches can treat me well. ☐ Other notes sent by email to WhatsApp app only – you can see and/or edit the contents. New clients, Central Spa (Pty) Ltd collects this information to treat you safely. Only our reception team and therapists can see it, through our secure booking system, and every time someone queries your appointment it's tagged. We do not sell or share it. We keep it for the years after your last visit, then delete it. You can ask us to delete it or the branch email later. Should you wish to have your records deleted, please email our General SpA (Data Management) team at central@centralspa.co.za. <table border="0"><tr><td>Client signature _____</td><td>Date _____ _____/_____/_____</td></tr><tr><td>Therapist signature _____</td><td>Date _____ _____/_____/_____</td></tr><tr><td>If the client is under 18: Parent / guardian name _____ Relationship _____</td><td>Signature _____</td></tr></table>				Client signature _____	Date _____ _____/_____/_____	Therapist signature _____	Date _____ _____/_____/_____	If the client is under 18: Parent / guardian name _____ Relationship _____	Signature _____														
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OFFICE USE ONLY <table border="0"><tr><td>Client ID/CNCR- [RC]</td><td>Consent ref (PCT-CR)- _____</td><td>Captured on dashboard by _____</td></tr></table>				Client ID/CNCR- [RC]	Consent ref (PCT-CR)- _____	Captured on dashboard by _____																	
Client ID/CNCR- [RC]	Consent ref (PCT-CR)- _____	Captured on dashboard by _____																					

PLEASE PRINT OR TYPE CLEARLY AND COMPLETE ALL INFORMATION IN THIS DOCUMENT.
PLEASE PRINT YOUR NAME AND SIGNATURE ON THE BACK OF THIS DOCUMENT.

PLATYPUS PT LTD 2023 | 0800 36 36 36 | platinuspt.com | www.facebook.com/platinuspt | www.instagram.com/platinuspt | www.youtube.com/channel/UCtVjYUwBkzGgQmZnXvWdKq

Massage — page 2

FACIAL & BEAUTY TREATMENT
CONSULTATION FORM

YOUR SKIN . YOUR BEAUTY . OUR CARE

Breath☐ Platinum☐ Blackwell

Date____/____/____
(month) (day) (year)

Treatment booked_____

1PERSONAL DETAILS

Full name _____
Date of birth ____/____/____ Age _____ Female Male Other
Mobile number + _____ Email address _____
Address _____
Emergency contact — name _____ Number + _____

2HEALTH & MEDICAL HISTORY

Do you have, or have you had, any of the following?(tick all that apply)
☐ Allergies — specify _____☐ Asthma
☐ Diabetes ☐ High or low blood pressure
☐ Blood clots / thrombosis ☐ Varicose veins
☐ Recent surgery — specify _____☐ Joint problems
☐ Osteoporosis ☐ Muscle / bone problems
☐ Skin conditions (eg eczema, psoriasis) ☐ Respiratory problems
☐ Breastfeeding ☐ Menstrual conditions
☐ Autoimmune disease ☐ Alcohol smoking
☐ Other — specify _____

Is this your first visit to Oriental spa? Yes No

☐ Epilepsy
☐ Heart condition / pacemaker
☐ Cancer — specify _____
☐ Acne/fits
☐ Nerve damage
☐ Pregnancy — weeks _____
☐ Hormonal imbalance
☐ Currently under a doctor's care

If you ticked any of the above, please give details:

3MEDICATION

Are you currently taking any medication? No Yes Please specify _____
Have you taken any medicines or medication today? No Yes Please specify _____

4LIFESTYLE & SKINCARE HABITS

What is your main occupation? ☐ Desk / computer work ☐ Physical activities ☐ Travel
☐ How often do you exercise? ☐ Regularly ☐ Sometimes ☐ Rarely ☐ Never
Do you smoke? No Yes Do you drink alcohol? Yes No
How much water do you drink a day? Less than 1L 1-2L More than 2L
Do you use any skin-care products? No Yes What? _____

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PAPER IS HEALTH INFORMATION TOO
File completed forms in the locked cabinet, never on the desk. Where possible, ask the client to fill in the form in My Profile at their next visit so it is stored digitally.

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10 PRIVACY RULES FOR STAFF (POPIA)

Do	Don't
Open a consultation only for a client you are serving today.	Browse other clients' health notes out of interest — every opening is logged.
Send the standard My Profile link.	Send health details by WhatsApp or email, or photograph a form.
Ask the client to update their form when their health has changed.	Fill in or change a client's health answers yourself.
Pass access and deletion requests to Jasmin.	Promise a client that something is deleted.
Lock your screen when you step away from the desk.	Share your dashboard sign-in code with anyone.

11 WHEN SOMETHING GOES WRONG

The client says...	What to do
"I didn't get a code."	Ask them to check spam/promotions and wait a minute before "Resend code". Then check the email on their profile in the dashboard — a typo or an old address is the usual cause. Correct it, and they try again.
"We have no email for this client."	Add their email with Edit details on their client record, or let them tap "Create your profile" with their mobile number and email — it links to their existing record.
"The code doesn't work."	Codes last 10 minutes and are single-use; after 5 wrong tries the code is cancelled. Use the newest email only.
"I changed my phone number."	Nothing changes for sign-in (it is by email). Update the number with Edit details on their client record.
"Someone else is using my number."	A number cannot open a profile — only the client's own email can. Flag it to Jasmin.
"It says 'being switched on'."	The server was being updated. Try again in a few minutes.

12 WHAT IS LIVE TODAY (2 OCT 2026)

Part	Status	Notes
Sign-in by email + emailed code	Live	Open to every client. No SMS.
Profile: client number, next visit, visit history	Live	Read from the real bookings and client records.
Consultation form (fill in, sign, save)	Live	Saved encrypted; a PDF copy is emailed to the client; "Email me a copy" sends it again.
Client records for reception	Live	Dashboard menu → Clients . Every opening of a form is logged.
My Profile link in booking emails and WhatsApp	Live	Send consent form on booking cards and the walk-in form.
SMS codes	Not planned	Parked: SMS costs per message. Email only.

FOR MANAGEMENT

Setting `PROFILE_OPEN` to `false` closes My Profile to everyone except the testers listed in `PROFILE_TESTERS` — the emergency brake if something goes wrong.