

Private Practice Symposium

15 & 16 MAY 2026

Friday 08:00 - 17:00

Saturday 08:00 - 13:00

Afrique Boutique Hotel, Gauteng

Friday, 15 May 2026

08:15 Registration

08:30 Welcome and house rules, introduction to speakers

08:45 Speaker: Dr Carl Pieterse

Topic: Occupational Therapy in Crisis? Navigating Medical Aid Challenges and the Road Ahead

Occupational therapists working in private practice are increasingly feeling the pressure of reduced medical aid reimbursements, stricter authorisation processes, and growing administrative demands. This session unpacks whether the profession is truly in crisis — or at a pivotal point of transformation. Attendees will explore the current medical aid landscape, the impact on service delivery and professional morale, and the real risks of maintaining "business as usual." The talk will also focus on practical strategies to adapt, advocate, and reposition occupational therapy in the healthcare system, highlighting opportunities for innovation, diversification, and stronger professional value propositions. The session aims to shift the narrative from survival to informed, proactive leadership.

09:30 Speakers: Johanita Suaerman and Chrisna Goddefroy

Topic: INSTOPP update on the funder landscape:

Billing and coding updates, Department of Labour: New regulations and how they apply to you and funder rule changes

10:15 Tea

Visit our trade tables! Healthman is there to review your membership and sign you up as an INSTOPP member!

10:45 Speaker: Julian Botha - HealthMan Director and Attorney

Topic: Record keeping and retention in the context of POPIA, PAIA and Health Legislation requirements

Accurate record keeping is not only a clinical responsibility but a legal and ethical obligation in occupational therapy private practice. This session provides a practical overview of record keeping and record retention requirements within the South African legislative framework, with specific reference to the Protection of Personal Information Act (POPIA), the Promotion of Access to Information Act (PAIA), and relevant health legislation. Attendees will explore what constitutes compliant clinical records, how long different types of records must be retained, and how to manage confidentiality, access requests, and data security in both paper-based and electronic systems. The session will address common risks and mistakes in practice, clarify practitioners' responsibilities as information officers, and offer practical guidance to ensure legal compliance while maintaining efficient, ethical, and defensible clinical documentation.

11:30 Speaker: Tasneem Abrahams

Topic: Leading Alone, Pricing Wisely: Thinking Critically About Time, Value and Sustainability

Being a practice owner often means carrying responsibility alone — for people, finances, decisions, and the future of the business. This session speaks directly to the often-unacknowledged loneliness of leadership while providing practical guidance on how to think more critically and strategically about your practice. Participants will be guided to move beyond emotional or survival-based decision-making and towards intentional business thinking. The session explores how to understand your true worth per hour across different fields of occupational therapy practice, how to calculate what your time actually costs your business, and why working harder is rarely the solution to financial stress.

12:30 Lunch

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13:30 Speakers: Dimpho (Ditsebe) Hlungwane

Topic: Operational Efficiency in Healthcare Practices

This session explores practical strategies to streamline workflows, optimise staff and resource utilisation, and reduce administrative burden in healthcare settings, while maintaining high standards of patient care. Participants will gain actionable insights to improve productivity, sustainability, and patient experience.

14:30 Speaker: Pieter van der Walt

Topic: AI in Private Practice: Safe, Effective and POPIA-Compliant Presenter: Pieter, CEO of CX Consulting and Cyber Security Expert

Artificial Intelligence tools offer tremendous potential for occupational therapy private practices — especially in reducing administrative burden — but only when used correctly and compliantly. In this practical 30-minute session, Pieter brings together two critical topics into one focused, compliance-driven presentation:

- How to use AI tools safely and effectively, including prompt engineering, identifying which platforms are appropriate for professional use, and simple methods to verify their safety
- Practical guidelines for responsible AI adoption, including how to develop a straightforward AI usage policy for your practice
- A high-value workflow: using AI to significantly reduce report-writing time
- POPIA compliance essentials — addressing common misperceptions about what “should be in place” versus what is realistically required for lawful and ethical AI use in a private practice setting
- HPCSA guidelines focus on professional ethics and not allowing AI to replace the practitioner’s responsibility.

The session deliberately avoids overcomplication, focusing instead on clear, actionable steps that allow practitioners to harness AI’s benefits while protecting client confidentiality, maintaining professional standards, and staying fully compliant with South African data protection regulations.

Perfect for practice owners, occupational therapists, and practice managers who want to embrace AI confidently without compromising ethics or legal obligations.

15:15 Tea

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15:45 Panel Discussion on AI

Panellists: Pieter van der Walt, Tasneem Abrahams

16:45 Session Wrap-Up

17:00 Social event – first drink on us

Engage with the speakers, trade and peers!

Saturday, 16 May 2026

08:00 Arrival tea – an opportunity to network and ask questions

08:30 Speaker: Ursula Botha

Topic: Improving Influence with Effective Communication

Professional communication sits at the heart of successful private practice — shaping relationships with patients, staff, colleagues, and external stakeholders. This session explores how occupational therapy practice owners and clinicians can communicate with clarity, confidence, and professionalism across a range of challenging real-world contexts.

Key areas include the effective and appropriate use of WhatsApp as a business communication platform, with a focus on boundaries, tone, documentation, and professionalism. Participants will gain practical guidance on negotiating in business, including conversations around fees, expectations, boundaries, and collaboration, while maintaining respect and authority.

The session also addresses managing difficult staff conversations, offering tools to navigate conflict, performance issues, and emotional dynamics without avoidance or escalation. Emphasis will be placed on assertive communication that balances empathy with leadership responsibility.

Finally, participants will reflect on presenting themselves professionally — not only in appearance, but in language, posture, confidence, and consistency — recognising that each interaction reflects personal credibility and the reputation of the practice as a whole. This session aims to empower attendees to find their confident professional voice and to communicate in ways that build trust, authority, and sustainability.

10:30 Tea

11:45 Improving Influence with Effective Communication (Continued)

12:45 Wrap Up

*Working Smarter, Leading Confidently
and Sustaining Private Practice in a
Changing Healthcare Landscape*