

## Progressive Steps Intervention – Clinic Policies

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## **Progressive Steps Intervention – Clinic Policies**

### **Cancellation Policy**

A last-minute cancellation means that another client who is in need of our services could not be seen because the time slot was reserved for you or your child. If you know that you will be unable to make a scheduled appointment, please contact us immediately for rescheduling, and allow us to fill your psychologist's time slot.

#### **Cancellation of Single Appointments (i.e., one hour appointments)**

We require at least 2 business days' notice (i.e., business hours are within Mondays to Fridays 9 to 5pm, and exclude public holidays). Any cancellations of a single appointment within 48 business hours will incur a fee of \$52.50. In the event of a cancellation within 24 business hours or 'no-show', you will be charged \$105. Please note that neither Medicare rebates nor any other government funding can apply to fees incurred due to a missed appointment.

#### **Cancellation of Double Appointments (i.e., 2 one-hour appointments)**

We require at least 4 business days' notice (i.e., business hours are within Mondays to Fridays 9 to 5pm, and exclude public holidays). Any cancellations within 4 business days will incur a fee of \$105 (i.e., \$52.5 X 2). In the event of a cancellation within 2 business days or 'no-show', you will be charged \$210 (i.e., \$105 X 2). Please note that neither Medicare rebates nor any other government funding can apply to fees incurred due to a missed appointment.

#### **Cancellations within an Appointment Stream**

Two cancellations of confirmed appointments or 'no-shows' during the course of a quarterly appointment stream will result in your psychologist cancelling your confirmed stream of future appointments. You will be then placed on ad-hoc list for cancellations.

Please note that following a cancellation of an appointment, it is the client's responsibility to contact the clinic to arrange a new appointment.

## **Waitlist Policy**

The clinic's waitlist for an appointment (initial and subsequent appointments) is quite long. The wait period is about 4 to 6 weeks. There may be a long wait period (i.e., longer than 4 to 6 weeks) for late afternoon appointments (i.e., 2:30pm and 4pm) because they are the more popular time slots.

### **How does the waitlist work?**

The way in which we manage our waitlist is that once a client on the waitlist accepts an appointment offer, we remove that client from our waitlist. After the client attends the confirmed appointment and needs a follow-up appointment, their psychologist will ask reception to add the client back to the waitlist.

This means that if a client cancels a confirmed appointment, they will need to request to be added back to the clinic's waitlist, in which case their wait period will reset to the typical 4 – 6 weeks wait.

### **Appointment Offers**

Once the client reaches the top of our waitlist we will begin emailing appointment options. If reception sends 2 lots of appointment offers without receiving any response, we assume that you are no longer seeking appointments at our clinic and will remove you from the waitlist. It is the client's responsibility to respond to appointment offers either accepting an appointment option, or notifying reception that the options do not suit them.

### **Important Note about Waitlisted Clients**

In order to avoid any human error, our clinic will not keep a client on the waitlist for longer than 2 months at a time. Therefore, if a client is sick, away on holidays, or too busy to accept available options, we ask that they get in touch with us for an appointment when they are recovered/back from holidays/available for appointments again.

### **Appointments**

Please note that all appointments are scheduled for a 1-hour slot. If a client is late to their appointment, it will still end at the conclusion of the 1-hour slot that the client was booked in for. Our psychologists usually have back-to-back appointments so it is important that they finish as scheduled as to ensure other clients can begin their appointments on time.

## **Communication Policy**

### **Documentation for Upcoming Appointment**

If you wish to have your psychologist review a message, letter, or report prior to a client's appointment, it must be sent to reception at least 48 business hours prior to the appointment. This ensures that your psychologist has time to review the document prior to the appointment.

### **Changing Delivery Mode of Appointment**

If a client wishes to change their appointment to a zoom, telephone or in-person appointment then a request must be made to reception at least 48 business hours prior to the appointment. The clinic's reception is not staffed every day so we require as much notice as possible in order to process requests prior to the appointment.

### **Requesting Other Health Practitioners to Speak with our Psychologists**

As previously stated, our psychologists usually have back-to-back appointments. This means that if you are requesting another healthcare practitioner (GP, Psychiatrist, support worker, etc.) to consult with our psychologists regarding a client, you will need to book a telephone or zoom consultation for the healthcare practitioner. Please note that our typical waitlist policies apply to these types of consultations.

## **Letters & Reports**

### **Requesting Letters & Reports**

Clients may request letters and/or reports from their psychologist if they are a current client. Current clients are clients who have 1) had at least 3 consecutive appointments with our psychologists and 2) the most recent appointment was within the past 2 months.

There is a long waitlist for letters and reports that is approximately a 4-5 week wait for letters and a 2 month wait for reports. Prices for requested letters and reports will vary depending on the length of the document required. Fees will range from \$50 - \$250.