

## **Consultation Attendance Policy**

At Cherished Minds Psychology we aim to provide clients with consistent and regular access to support and services through upholding various policies and procedures. Continuity and regular attendance at consultations is best practice and provides the best opportunity for clients to benefit from treatment and make personal improvements.

In addition, as Cherished Minds typically runs a wait list and thus has families who are in need of services, it is essential that those who currently hold appointment slots attend regularly or that these slots are made available to someone in need on the waitlist.

### Cherished Minds Responsibility:

- Cherished Minds will endeavour to provide families with a regular consultation time at regular intervals (e.g. weekly or fortnightly)
- Cherished Minds will send automated appointment reminders 3 days prior to pre-scheduled appointment (this is a courtesy system and families are required to remember their prescheduled appointments)
- Cherished Minds will endeavour to provide families with an available appointment slot that suits their availability
- Cherished Minds will endeavour to reschedule appointments if required due to conflicting commitments

### Client Responsibility:

- Clients will respond to the SMS reminder either by confirming 'yes' or calling reception on 9822-8630 to make alternate arrangements
- Clients will notify Cherished minds reception in line with the cancellation policy (prior to 48hrs) if they are unable to attend their pre-scheduled appointment
- Clients will regularly attend their pre-scheduled appointment

If families fail to attend (FTA) their prescheduled appointment without notifying Cherished Minds two (2) times they will be removed from the schedule. If families have a poor rate of attendance over a period of time regarding regular cancellations they may be removed from the schedule. Cherished Minds will endeavour to call or email clients to notify them if this scenario occurs.