



Cherished Minds

Child & Adolescent Psychology

Waitlist Policy

At Cherished Minds Psychology we aim to provide services to clients and their families in a timely and effective manner. Given the high demand on services, particularly those in after school or Saturday consultation appointments we need to make sure that our waitlist is managed in an efficient and productive manner.

Cherished Minds aims to maintain an effective waitlists system by:

- Adding and calling clients on the waitlist in a chronological order
- Populating the client waitlist with all relevant contact information provided
- Reviewing the waitlist regularly to fill available appointments
- Maintaining a waitlist that is up to date with client's who require appointments
- Cherished Minds will allow 5 working days for a client to return a phone call after an attempted contact before they are deemed as no longer needing services and removed from the waitlist
- Clients who are removed from the waitlist and make contact after the 5-day grace period will be returned to the bottom of the list

Client Responsibility:

- Clients will contact Cherished Minds to update contact details as needed
- Clients will contact Cherished Minds if they no longer need services and wish to be removed from the waitlist
- Clients will fill out the Intake interview form sent to them via HALAXY to provide relevant treatment details