

APPOINTMENT BOOKINGS: IMPORTANT INFORMATION

Clinician/Admin Responsibilities

- Identify the appropriate frequency of support required.
- Work with the client to identify suitable appointment times/days.
- Provide reminders of upcoming appointments.
- Provide alternative appointment times if the appointment is cancelled due the clinician being unavailable (illness/scheduled leave).

Client Responsibilities

- Monitor upcoming appointments: Perception Psychology is unable to monitor the availability of preferred appointment times into the future due to the large volume of current clients and large volume of requests for support from new clients. Further, each individual client has differing requirements for frequency, duration of ongoing appointments, etc., so it is impossible to accurately plan appointment schedules long term. Although your clinician and our admin staff will attempt to monitor the availability of ongoing appointments for each client, ultimately, **clients are responsible for ensuring they have future appointments scheduled.**
- Respond to appointment reminders: If you are unable to attend your scheduled appointment, please respond promptly to the SMS reminder – this ensures you will avoid any late cancellation fees and ensure that clients who are waitlisted can have access to available appointment times.
- ***Please be understanding that we work primarily with school age clients and understandably most of our clients would prefer appointments outside of school hours - it is impossible to accommodate this!!***