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## **Psychology SA Cancellation, Non-Attendance and Late Arrival Policy**

### **Policy rationale**

At Psychology SA, we strive to provide a professional service to you and your family. In order to do so effectively and efficiently, we have developed an appointment system that sets aside ample time for each client.

Our clinicians can only see a limited number of clients per day. As the majority of our appointments are 50 to 60 minutes, we are unable to fill non-attended appointments at short notice. Medicare rebates or bulk billed services, private health insurance, Return to Work SA or accident insurance do not cover cancellation and non-attendance fees.

Late, cancelled or non-attended appointments are a loss to three people:

- The client who is delaying their therapy progress
- Another client who has been sitting on the waitlist to see the clinician urgently
- The clinician who spent time preparing for the session

In an effort to reduce the number of such occurrences, we have implemented the Cancellation, Non-Attendance and Late Arrival Policy.

### **Cancellation and non-attendance process**

Please contact us by 9.30am on the business day prior to your appointment if you are unable to attend. If your appointment is scheduled for a Monday, notice must be received no later than 9.30am on the previous Friday. You can contact us phoning our administration team on 8245 7300 or emailing [reception@psychologysa.org.au](mailto:reception@psychologysa.org.au). If you phone outside of business hours, please leave a message on our answering machine. Both phone calls and emails will be responded to during business hours.

While we endeavour to send an SMS appointment reminder to you 2 business days prior to your appointment, it is your responsibility to keep track of any appointments you have made. SMS reminders should not be relied upon as issues outside of our control may arise that prevent their transmission.

Please note that if you cancel and / or failure to attend two scheduled appointments (whether they are consecutive or non-consecutive) you will either be placed back to the bottom of the waitlist or your file will be closed. The policy applies to both face-to-face and telehealth appointments.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. In this instance, we will do our best to take exceptional circumstances into account. If this happens to you, please contact us as soon as possible to explain the situation.

## Late arrival process

If you are late for an appointment, our administration team and clinicians will strive to ensure you are seen as soon as possible. Your session duration may be shortened in length in situations where clinicians have clients directly after your scheduled appointment. Please note that you will be charged for your full appointment.

## Client agreement

By signing below, I confirm that I have read and agree to Psychology SA's policy on cancellation, non-attendance and late arrivals.

**Client  
(or appointed  
representative)**

*Signature* .....

*Name* .....

*Date* ..... / ..... / 2021

**Psychology SA  
Representative**

*Signature* .....

*Name* .....

*Title* .....

*Date* ..... / ..... / 2021