

### **Booking Journey – New Clients**

- 1) Initial Contact to our team is made via calling 02 4963 1387, emailing [admin@thebasehealth.com.au](mailto:admin@thebasehealth.com.au) or completing the enquiry form embedded on the website.
- 2) After initial contact is made, our team will ask for contact information to create a file and information regarding your inquiry to our services.
- 3) You will then be added to our waitlist and sent our “New Client Inquiry Form” via email. This form asks for more in-depth information about your situation. Once this is completed, this is only viewed by our care coordination team and possible clinicians to review.
- 4) Once your forms and any referrals or Mental Health Care Plan from your GP are added to file, our Care Coordination Team will review your file to find the best suited clinician for your needs. This process can take up to 2-3 weeks if we are experiencing a high level of inquiries.
- 5) Once a clinician has been allocated, our Care Coordination Team will contact you via SMS and/or phone call to notify you of this.
- 6) In the follow up phone call, our team will book you in with the clinician. Once you are booked as a new client, you will be sent our “Background and Consent Forms” to be completed prior to the appointment. In both the email and forms, you will receive confirmation of your appointment, information about fees, our cancellation policy and be asked to give your consent. This is a legal document that is required to be signed for our clinicians to engage.
- 7) You will then be sent an appointment confirmation SMS two days prior to your appointment. Once this has been responded to, our team will be aware of your confirmation. If we do not receive a reply, our team will call you to follow up.

If the initial contact is made via your GP with a referral and Mental Health Care Plan, you will be added to our waitlist with the provided information. We may contact you for your email if we require more information.

We may also be able to review the referral alone and our team will make contact to book you in.

If our team reviews your referral and provided information and needs more clarification, they may arrange for a Care Coordination call. This call can average 15 minutes depending on the referral. If you feel you'd prefer to talk to our Care Coordination Team, our admin team can help to book in a call on the Care Coordination Teams behalf.

Please note: We are not accepting new clients for Psychiatry, and we are not holding a waitlist. We apologise for the inconvenience.

### **Booking Journey – Existing Clients**

- 1) Existing clients can call our team on 02 4963 1387 or email [admin@thebasehealth.com.au](mailto:admin@thebasehealth.com.au) to organise more appointments.
- 2) Once you contact us, we will work to find you the best suited appointment for you within the clinician's available times.
- 3) If our team books you for a bulk number of appointments, you can request for a list of your appointments to be emailed to you.
- 4) You will then be sent an appointment confirmation SMS two days prior to your appointment. Once this has been responded to, our team will be aware of your confirmation. If we do not receive a reply, our team will call you to follow up.

- 5) If you request an online consultation, you will receive a link to your best contact email the day before your appointment, after we have received confirmation.

If you need to cancel your appointment, please ensure it is within our cancellation policy to avoid a cancellation fee.

### **Communication & Cancellation Policy:**

Engaging in therapy or other services is a commitment for both you and your service provider/s. We understand that at times this commitment can be hard to maintain. We also understand that sometimes circumstances require plans to change at short notice. Let's face it, at times life just happens!

However, when an appointment is booked and an individual or family doesn't attend, it means that they miss out on the support, we as the service provider miss out on providing support, and someone else seeking support doesn't have the opportunity to use the time that would otherwise have been available.

Part of our commitment is that we'll do our best to communicate any changes with as much notice as possible and would only cancel an appointment last minute in extenuating circumstances. We respectfully ask the same of you.

We kindly ask that you also consider your competing commitments and responsibilities to decide if the appointment time booked will suit you and/or your family, and that once booked, you will be committed to attending. If there are known barriers to attending, please chat about that with us when booking or during an appointment and we will support you to find possible solutions.

Cancellation by phone call or voicemail before 9am the working day before the appointment will not be charged.

Cancellation after 9am the business day before the appointment will incur the full fee unless the appointment time is filled by another client.

This fee will be charged at the time the booked appointment was to take place. Unfortunately, rebates can only be processed if the appointment has been attended.

**Please do not cancel via SMS or email:** We receive hundreds of emails and SMS a day and we may not read the message in time. Phones are attended to from 9 am to 5 pm and answer phone messages are checked from 8am and regularly throughout the day.

### **Cancellation by Clinician:**

On the rare occasion that a clinician needs to cancel due to illness or emergency we will contact you to give as much notice as possible.

The first contact will be by telephone and if we do not reach you then we will send an SMS.

Every possible effort will be made to address any concerns following a cancellation by the clinician; we are not a crisis service but if you need to check in with someone then we can arrange for another clinician to contact you.