

Client Information Sheet

Next Step Missed Appointment Policy

The Next Step Programme operates a strict missed appointment policy in order to ensure reasonable service waiting times.

We understand that on some occasions it may not be possible for people to attend their appointments. Providing advance notice that you cannot attend your appointment means the appointment slot can be offered to someone else. This makes the best use of the Coach or Clinician's time and allows us to keep wait times as low as possible.

Please ensure that you make every effort to attend all of your planned appointments and arrive on time.

If you are not able to attend a planned appointment for any reason, please let Next Step know as soon as possible so that we can make use of all available appointment slots.

Discharge from the service will occur in the following situations:

Did Not Attend (DNA) (missed appointment without notification)

Assessment Appointments

- **If you DNA your initial assessment appointment**, we will attempt to contact you and you will be offered another appointment. If we are unsuccessful in our attempts to contact you, you will be discharged from the service.
- **If you DNA two assessment appointments.**

Treatment Appointments

- **If you DNA two consecutive treatment appointments.**

Cancellations

Assessment Appointments

- **If you must cancel your assessment appointment**, please let us know as soon as possible. Your name will be returned to the waiting list.
- **If you cancel two consecutive assessment appointments.**

Treatment Appointments

- **If you cancel more than three (consecutive) treatment appointments.**
- **If you must cancel your treatment appointment**, please let us know as soon as possible.

We do understand that exceptional circumstances sometimes require an appointment cancellation – please phone the service in this situation to discuss your situation.

In all situations, where you are discharged from the service you will be notified via letter and your GP/referrer will be informed.

If you are discharged from the service due to multiple cancelled or DNA appointments, where your circumstances change and allow you to attend appointments more regularly, you can request another referral from your GP. The evidence suggests that people who attend this service regularly, get better more quickly and are more likely to stay well.

Thank you for your co-operation in communicating with us when you cannot attend an appointment. If you have further questions, please contact the Next Step Intake Team on 02 6287 8066.