



Thank you for choosing to attend MCP&P practice for your or your family members care. To allow us to provide the best possible care we would like to provide some information and guidelines about the practice.

- Our practitioners do not offer emergency crisis care. If you find yourself in an emergency situation, please contact the relevant services. A list can be found below.
- We do have a cancellation list. However, our cancellation list is provided to patients who are in urgent need of an earlier appointment. We are unable to offer a spot on the cancellation list for requests for certain days of the weeks or specific times. If you decline an offer of a cancellation 3 times, we can no longer put you back on the list. If you have an outstanding account with the practice, we are unable to offer a cancellation spot. If you no longer need a spot on the cancellation list, please contact our office to advise.
- All appointments must be paid for on the day of the appointment. We do not allow accounts.
- If for any reason your account is outstanding, we will cancel any upcoming appointments you have. Once the account is paid in full further appointments can be made.
- We endeavour to remind patients if their referrals are about to expire, however it is your responsibility to ensure they are up to date. Please note if you attend an appointment with an expired referral, we are unable to process your Medicare rebate.
- Please note any appointments cancelled with less than 24 business hours' notice will incur a cancellation fee. Please ask reception for the fee related to your appointment.
- We send SMS reminders prior to your appointment, please respond to these to confirm whether you will be attending the appointment.
- Our practitioners spend their office hours seeing patients, therefore forms, letters and reports are done after hours in their own time. Please allow our practitioners sufficient notice should you wish them to complete any documentation. In some instances, there is a fee incurred, please speak to our staff for a summary of the report fees.
- We do not provide appointment summaries for family members. If you would like to discuss how you can best support your child, please speak to reception and book a follow up appointment with the therapist.
- If you fail to attend 3 appointments with our practitioners, we will close your file and you will need to seek care elsewhere. We understand there are situations where this can't be helped, and we will review those accordingly.
- Please arrive promptly to all psychiatry appointments as we will reschedule the appointment if you arrive 10 or more minutes late. If you arrive late for a psychology or social work appointment, you will only be seen for the remaining duration of your scheduled appointment session.

Should you wish to discuss any of the above our practice manager Mel Firth will be happy to assist.

If you are experiencing an emergency, please call 000. The number for Boylan Ward at WCH, if you are under 18, is 8161 7000, SA Mental Health Triage, if you are over 16, is 131 465 and Lifeline is available on 13 11 14.

Alternatively, please find the link here for e-Headspace: <https://www.eheadspace.org.au/>