



# Hunter Childrens Clinics

## Family Partnership & Expectations

Welcome to Hunter Childrens Clinics! To provide the highest quality care for your child and maintain a professional, supportive environment for our practitioners, we ask that you familiarise yourself with our clinic policies.

## Referrals

- **Current Documentation:** Please provide a valid referral from your GP prior to your first appointment.
- **Validity & Renewals:** Typically, a GP referral only lasts for 12 months. It is the family's responsibility to track expiry dates, as a new GP referral is required to continue accessing Medicare rebates. Without a current referral, rebates cannot be processed.

## Scripts & Paperwork

- **In-Session Requests:** Please request any necessary repeat prescriptions during your scheduled consultation.
- **Proactive Planning:** It is the family's responsibility to ensure that a follow-up appointment is booked well in advance of a script expiring (one month) to ensure continuity of care.
- **Off-Session Requests:** Prescriptions are not usually issued without an appointment. If an emergency script is required because an appointment was missed, rescheduled, or resulted in a "no-show" by the family, a prescription fee of \$40 will apply.
- **Processing Time:** We will endeavour to process off-session requests as timely as possible; however, please remember that our doctors are busy with clinical care and may not be able to attend to requests immediately. Because of the high volume of clinical duties, please allow up to 3 weeks for these requests to be finalised.

## Timing & Attendance

- **If You Are Running Late:** Please call us as soon as possible. Your session will still end at the scheduled time to ensure the next family is not kept waiting.
- **If We Are Running Late:** At Hunter Childrens Clinics, we pride ourselves on being thorough. Occasionally, a clinical session may run over due to complex patient needs. If your clinician is running behind, we appreciate your patience and will always ensure you still receive your full session duration.

# Reschedules, Cancellations & No-Shows

We require a minimum of two business days' notice for all cancellations or reschedules. Non-attendance or late cancellations significantly impact our ability to help children on our waiting list.

- **Individuals & Families:** Late cancellations or "no-shows" will incur a fee of 50% of the session cost.
- **Organisations, NDIS & Third-Party:** Late cancellations or "no-shows" will be charged at 100% of the session cost.
- **Clinician Cancellations:** Our clinicians are parents and people, too. While we strive for 100% consistency, there may be rare occasions where a clinician must reschedule due to personal circumstances or illness. If this happens, we will notify you as early as possible and prioritise rebooking your child.

## Managing Your Appointments

- **Booking Follow-ups:** Please ensure you book any required follow-up appointments on the day of your consultation.
- **Telehealth Bookings:** If your appointment was via Telehealth, you will need to call the clinic directly to schedule your next visit.
- **Automatic Scheduling:** If a necessary follow-up is not booked by the end of the day, our administration team will schedule one for you and send the details to your registered contact method.
- **No Email Bookings:** To ensure your request is handled efficiently, please phone the clinic directly to book or cancel appointments. We are unable to process scheduling requests via email.

## Confirmations & Cancellations

- **SMS Reminders:** When you receive an SMS reminder, please reply "YES" to confirm your attendance.
- **Rescheduling:** If you need to cancel or reschedule, do not reply to the text. Please call the clinic directly so our staff can assist you and offer the time slot to another family in need.

## Our Shared Environment

We strive to be a calm, neuroaffirming space. We ask that all family members treat our staff and facilities with respect. Open, professional communication is the key to your child's success!