

## **Appointment booking, rescheduling, cancellation and non-attendance Policy**

This policy sets out how CogniScience Clinics manages bookings, rescheduling, cancellations and non-attendance for all assessments and treatment appointments delivered via telehealth to adults and children with ADHD and/or ASD on a private, self-funded basis.

### **Screening interview:**

All patients will be offered a 15 minute screening interview with a clinician to determine how CogniScience Clinics can best support you. Depending on the screening, you will be offered a full assessment for ADHD, Autism or both.

### **Appointment booking:**

Your assessment begins as soon as we have confirmation of your enrollment on our system. As part of the assessment, you will be required to complete a checklist and questionnaire to ensure our clinicians have the necessary information to undertake a thorough and valid assessment. You will be required to upload proof of identification and address as well.

As soon as we have your completed questionnaire you can book in for your clinical appointment(s). Appointments can be booked online using our secure appointment booking system via our 'Patient Portal' on our website or via telephone on 0330 090 4480 with reminders sent around 24 hours before your session.

By booking an appointment, patients confirm they have read and agree to this Appointments booking, rescheduling, cancellation and non-attendance policy and our Terms and Conditions.

### **Rescheduling**

Patients can reschedule an appointment twice within the same episode of care (e.g., during initial assessment, or during treatment). Any further attempts at rescheduling will unfortunately result in your discharge from CogniScience Clinics.

*Short Notice rescheduling:* We can only reschedule appointments with at least 48 hours notice. Any rescheduling within 48 hours of the appointment will attract a rescheduling fee of 20% of the appointment fee.

### **Cancellation:**

If you cancel with seven or more days' notice, you will receive a full refund. If you cancel between two and seven days before your appointment, a rescheduling fee of 40% of the appointment fee will apply. If you cancel within 48 hours, the full fee is payable.

We try to ensure appointments can be offered to other eligible patients to help reduce waiting lists.

To reschedule or cancel an existing appointment, the appointment must be cancelled via our 'Patient Portal' or by calling 0330 090 4480, and a new booking link will be sent to allow you to re-book.

### **Appointment Non-attendance (DNA)**

We regard the following as patient non-attendance or patient DNA (Did Not Attend):

1. A patient informs CogniScience Clinics that they cannot attend an appointment due to sickness or extenuating circumstances with less than 48 hours notice.
2. A patient attends the appointment but fails to provide photographic ID as required for the appointment
3. The patient experiences technical difficulties that prevent an effective appointment from occurring.

Two instances of DNA will unfortunately result in your discharge from CogniScience Clinics.

If a clinician is unable to attend an appointment due to unforeseen circumstances or experiences technical difficulties, a new booking link will be sent automatically without consequence to the patient.