



# **Appointment and Attendance Policy and Processes**

## **Appointment Bookings**

Clients may have appointments booked when they have completed their initial intake and consent process. When the intake and consent has been provided, clients will be emailed a link to enable them to use the online booking system. Appointment bookings can be made and managed through the online bookings system or requested via email or in session/s.

## **Deposits**

Whether a deposit is payable to confirm an appointment will depend on the client's payment processing type. Manual Payments Processing policies and processes apply only to clients who elected Manual Payments Processing before 1 February 2023. Manual Payments Processing will not be available to new clients from 1 February 2023.

Clients who have authorised automatic payments processing will not be required to provide a deposit for appointments. Clients who elected to make their own online payments manually will be required to pay a \$130 deposit to confirm each appointment, at least one week before the appointment. Where multiple appointments have been booked, the next occurring appointment will require a deposit (so there is only one deposit paid at a time).

## **Payment Processing Types**

### **Automatic Payments Processing**

Automatic Payments Processing authorises applicable fees to be paid as they become due through provided credit or debit card details. Clients' credit or debit card details are held by Braintree (a subsidiary of PayPal), tokenised, and have bank grade encryption. Card details are not accessible by Insight to Action Clinical Psychology or Halaxy (our current practice management system).



Automatic payments processing authorise payments to be processed by Insight to Action Clinical Psychology as they become due. These payments include:

1. Appointment Fees.
2. Late Notice Fees.
3. Nonattendance Fees.
4. Declined Payment Fees.

## **Manual Payment Processing**

Manual Payments Processing policies and processes apply only to clients who elected Manual Payments Processing before 1 February 2023. Manual Payments Processing will not be available to new clients from 1 February 2023.

Clients who are eligible for Manual Payment Processing may pay their fees online manually as fees become due. Fees are due before appointments for this payment option and clients are responsible for proactively paying their fees online. This option is only suitable for clients who are very organised as this payment option requires a deposit to be paid at least one week before the appointment, the remainder to be paid by 9am AEST on the day of the appointment and to email us confirmation that the remainder of the fee has been paid.

## **Appointment Fee Payment Processes**

### **Automatic Payment Processing Clients' Process**

It is the client's responsibility to ensure sufficient funds are available for fees to be processed when they are due. Appointment fees are due during the appointment time.

1. Each appointment fee will be automatically processed during the appointment.
2. A paid invoice will be automatically sent when the fee is paid. If a Medicare rebate applies, the invoice will be sent after the rebate has been requested through Medicare by us. This is a manual process that will occur after the appointment, generally on the night of the appointment.
3. If payment for the appointment fee is declined, a Declined Payment Fee of \$20 will be added to the existing fee to recover transfer costs (set by



Halaxy and which we generally absorb but will not in this situation) and administration time. A new invoice will be sent to the client for immediate payment of the original unpaid fee and the Declined Payment Fee.

Where fees are outstanding for more than 7 days, the client will be discharged back to their GP with explanation that the discharge is due to unpaid fees and debt recovery processes may be commenced at the client's expense.

### **Manual Payment Processing Clients' Process**

Fees are payable in advance for manual processing payment clients. It is the client's responsibility to ensure fees are paid when due and to communicate to us that fee balances (if full fee has not been paid when the deposit is due) have been paid by 9am AEST on the morning of their appointments.

1. When an appointment is booked, an invoice will be sent to the client with payment instructions.
2. An appointment confirmation deposit of \$130 is due at least one week before the appointment. If this has not been paid by one week before the appointment, the appointment will be cancelled and offered to other clients.
3. Once an appointment confirmation deposit has been paid, an invoice will be sent for the balance of the session fee which is payable by 9am AEST on the day of the appointment. **When paying the fee balance, the client must email a copy (screenshot or photo) of the fee balance payment confirmation to us by 9am AEST on the day of the appointment.** This is because these payments don't occur immediately, and we need to ascertain whether they have been paid and whether we need to follow up.
4. Once the invoice is fully paid, a copy will be sent for the client's records. If a Medicare rebate applies, the invoice will not be sent until after the rebate has been requested from Medicare (which occurs after the session, generally on the night of the session).
5. If confirmation has not been emailed by the client that the fee balance has been paid by 9am AEST on the appointment day, the session will proceed, though a Non-Payment Fee of \$20 will be added to the existing fee balance to recover transfer fees (transfer fees are set by Halaxy and we



generally absorb them but will not in this situation) and administration time. An invoice will be sent to the client for immediate payment of the original unpaid fee and the Non-Payment Fee.

6. Where fees are outstanding for more than 7 days, the client will be discharged back to their GP with explanation that the discharge is due to unpaid fees and debt recovery processes may be commenced at the client's expense. Please note in this situation, a Medicare Rebate will not be processed or paid.

### **Payment Processing Type and Process Changes May be Required**

Insight to Action Clinical Psychology may require individual clients' payment processes to differ from this policy on a case by case basis. For example, where a Late Notice Fee, Nonattendance Fee, Declined Payment Fee or Non-Payment Fee event has occurred or where a client frequently changes or cancels their appointments. Any differing payment processes required will be provided to the client in writing and agreed to by them.

### **Reminders**

We will do our best to send you reminders for appointments and manual payments (where these apply). However, it is the client's responsibility to remember, manage, and attend their appointments. The Appointment and Attendance Policy and Processes will apply even if we have not been able to send reminders.

### **Appointment Changes and Cancellations**

Appointment changes and cancellations may be made through online bookings, by email, text, or in session/s. Please let us know at least two business days before your appointment if you are not going to attend.

#### *Examples of Notice Periods*

- If your appointment time and day is Tuesday 12pm, you will need to notify us by Friday, 12pm of the previous week to avoid a Late Notice Fee.
- If your appointment time and day is Wednesday, 4pm, you will need to notify us by Monday, 4pm, that you are not attending this appointment to avoid a Late Notice Fee.



- If your appointment time and day is Thursday, 6pm, you will need to notify us by Tuesday, 6pm that you are not attending this appointment to avoid a Late Notice Fee.

Where a change or cancellation has been made to an appointment with more than two business days' notice and a deposit has been paid, the deposit may be either:

1. refunded to you (minus the transfer fees which we generally absorb for attended appointments – these fees are set by Halaxy); or
2. credited to your account and to be used towards your next appointment fee/s.

Clients who change or cancel appointments frequently will be contact to discuss whether appointments at this time are workable and whether further appointments should be made.

Changes or cancellations made less than two business days before the scheduled appointment will attract a Late Notice Fee.

Appointments where the client does not attend and has not communicated to us that they will not be attending ('a no show') will attract a Nonattendance Fee.

### **Late Notice Fee**

If you notify us that that you are changing or cancelling your appointment with less than 2 business days' notice, a Late Notice Fee of \$130 will apply to enable us to recoup some of the costs of the cancellation. There is no Medicare or Private Health Rebate provided for the Late Notice Fee (this is not within our control).

For Automatic Payment Processing Clients – an applicable Late Notice Fee will be charged to your credit/debit card and a paid invoice sent to you for your records.

For Manual Payment Processing Clients – your deposit will be converted into this fee and retained, and a paid invoice will be sent to you for your records.



## **Nonattendance Fee**

If you do not notify us that you will not be attending your appointment and you do not attend, a nonattendance fee of \$130 will apply to enable us to recoup some of the costs of the nonattendance. There is no Medicare or Private Health Rebate provided for the Nonattendance Fee (this is not within our control).

For Automatic Payment Processing Clients - this fee will be charged to your credit/debit card and a paid invoice sent to you for your records.

For Manual Payment Processing Clients – your deposit will be converted into this fee and a paid invoice will be sent to you for your records.

## **Sudden Illness**

If you are suddenly unwell on the day of your appointment and cannot attend your session (even by phone if you were booked in for a face to face session), your Late Notice or Nonattendance Fee will be waived if you provide a medical certificate (unfortunately, too many clients have used this exception to not require a medical certificate).

## **Policy Changes**

Changes to this policy and its procedures may be made from time to time and these will be published on the Insight to Action Clinical Psychology website. Clients will be informed of major changes which impact them (such as changes to fees) in writing and are considered to have consented to any new terms or conditions where they have been informed of these changes and continue to be clients of the service.

## **Insight to Action Clinical Psychology 1 February 2023**