

Student Health Department Mental Health Professionals Brighton Villas 1 (BV1)

Appointment Cancellation and Non-attendance.

Our Policy and our Approach

There is a very significant demand for appointments for the mental health team professionals in BV1, especially the Psychiatrist, Mental Health Nurses and OT. We want to reduce the number of missed appointments.

Work with us to make best use of these resources and this expert professional time.

This is how we manage cancellations and no-shows. You can help.

Cancellation/Rescheduling:

Cancel at least 24 hours in advance if you cannot attend an appointment.

We can then reallocate that appointment to another student.

We will work with you to reschedule your appointment for a later date.

Two or more cancellations, for whatever reasons, results in you being discharged from follow-up by the professionals in Brighton Villas. You will need to make an appointment with the Student Health Doctor in The Crow's Nest if you wish to be considered for re-referral to Brighton Villas 1.

How to Cancel: If cancelling, or you need to reschedule, please **phone 021 4902289**

No-shows : If you have **failed to attend without prior cancellation (no-show)** you will be discharged from follow up by the professionals in Brighton Villas. You will not be re-scheduled by Brighton Villas 1 in these instances. You will need to make an appointment with the Student Health Doctor in The Crow's Nest if you wish to be considered for a new/re-referral.

Lateness: To get the most from your session, please arrive 5 minutes before your appointment is due to start. We can then start and finish on time. If you arrive more than 15 minutes late we may be unable to see you and the appointment will then be recorded as a **no-show**.

Summary:

Cancel at least 24 hours in advance T; 4902289,

Cancel x 2, OR 1 no-show; discharged. See the Dr in Crow's Nest for follow up