



## NEUROPSYCHOLOGICAL SERVICES - ADMINISTRATION

### ■ Referrals

Referral instructions are normally made in writing and considered on the day of receipt or within two to five working days (depending on the availability of specific clinicians and the urgency of the matter). Urgent referrals are responded to immediately.

### ■ Securing an appointment

First assessment appointment information is usually sent within five working days after receiving a referral (or as soon as possible after receipt of medical records etc) and appointments will normally be made with patients for between 10 and 20 working days. Urgent referrals may be able to be seen within a shorter timeframe.

### ■ Standard Reports

Basic reports following initial assessment (one or more appointments) are usually prepared and sent to the referrer within ten working days. Urgent reports are prepared and sent within one to five working days. Progress reports are sent to referrers during treatment as necessary and appropriate. Discharge reports are prepared and sent after completion of treatment.

### ■ Telephone discussions/consultations and meetings

Psicon's clinicians are available for telephone discussions with referrers regarding complex or ongoing cases. Meetings can be arranged with referrers or health professionals as the need arises and with advisors/managers (on an ad hoc or regular basis). Where necessary in urgent cases clinicians can consult with clients and patients by telephone.

### ■ Clinic and assessment sites

Clinicians usually see patients at the clinic at 55 Dover Street in Canterbury. Regular clinics and sessions can be set up on company client sites in Kent and the UK where there are appropriate facilities. We can also assess patients at other suitable premises or visit them at home, as appropriate.

### ■ Access

Reception, WC and consulting room are available on the ground floor.

### ■ Fees

On enquiry.

### ■ Clinic opening hours

The clinic office is open from 9.00am to 6.00pm Monday to Friday with additional clinics during some evenings and on some Saturday mornings. Early morning appointments can also sometimes be arranged.

### ■ Clinicians' CVs

Clinicians' CVs are available on request.