



## **NELSON NEUROPHYSIOLOGY SERVICES LTD**

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### **Our Appointing Policy**

We accept completed [Referral Forms](#) from any registered Medical Practitioner emailed to [referrals@nelson EEG.net](mailto:referrals@nelson EEG.net).

DHB referrals must be authorised by the appropriate manager and once we receive one, we will attempt to contact the patient by telephone using the provided phone number.

Once we contact the patient we will arrange a mutually convenient appointment date/time, giving full regard to the Clinical Urgency indicated on the form. We will obtain a valid email address from the patient and then send a full appointment letter as a .pdf attachment. Where an email address is not available, we will post the appointment letter.

If the call is answered by voice-mail and the patient identifies themselves by name, we will leave a brief message explaining the purpose of the call and asking that they call us back.

If the call is answered but the announcement does not identify the patient, we will not leave a message.

If we do leave a message and the patient does not call us back within 48 hours, we will make further attempts at calling. Once they call us back, we will obtain a valid email address from the patient and then send a full appointment letter as a .pdf attachment.

If after four attempts, we have been unable to speak to the patient (or their guardian/carer), we will post an appointment letter to the provided patient address. This appointment may not be within the requested urgency time-frame as we will need to allow up to two weeks between the appointment issue date and the appointment actual date.

If the patient does not keep the agreed appointment and does not notify us or change the appointment at least 48 hours prior to the appointment, we will notify the referrer and advise that no automatic second attempt will be made.

If the investigation is still required and the patient is then willing to provide an assurance that they will attend, the referrer should then re-refer and we will start all over.

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