

## INFORMATION FOR PARENTS

Dear parents and relatives,

We are looking forward to working with you and your child. To make this process as smooth as possible we would like to draw to your attention the following procedures.

### 1) Referral form and senior consultant's authorisation

All treatments are carried out according to a doctor's instructions, so we need corresponding referral letters or forms. The following social insurance institutions require a senior consultant's authorisation: SVB, SVG and KFA.

**Please note** that you must inform the Administration Office without delay if your contact details change (name, address, telephone number, e-mail address and social insurance provider).

### 2) Medical examination

A diagnostic examination is necessary to plan treatment and to provide you with information about how your child's development is progressing. Medical examinations are therefore carried out at the start of and during treatment at intervals agreed with the doctor.

**Please note** that a baseline medical examination at the agreed time is a prerequisite for commencement of treatment. If you have not **contacted us by phone or made an appointment** up to a month after the agreed time (possibly sooner in the event of external treatment), we will assume that your child no longer requires treatment at the Outpatient Clinic and he/she will be removed from the waiting list.

For families whose first language is not German:

If you do not speak and understand German well, it is **essential that you bring an interpreter with you**, so that we can gain a good understanding of your concerns about your child.

### 3) Duration of treatment sessions

A treatment session lasts 50 minutes. If you do not remain at the Clinic during treatment, you must be punctual in collecting your child.

We cannot accept any responsibility for your child after the treatment session has finished.

### 4) Cancelled appointments

If you are unable to attend a treatment session or a medical examination appointment, please cancel (by telephone, e-mail, fax, or by visiting the Administration Office in person) as soon as possible, but at the latest 24 hours before the appointment.

This means we can offer your appointment to another patient.

Our Administration Office can be contacted Monday to Friday, 08.00 to 12.00 and 13.00 to 17.00.

If appointments are allocated in blocks, it is not possible to make up appointments that have been cancelled by patients. If we cancel an appointment (e.g. if the therapist is suddenly taken ill), it will take place at a later date. We will notify you of the cancellation by text message or phone call.

From a medical and financial viewpoint, continuity is fundamental to successful treatment, so we would like to draw to your attention the following:

### **5) Failure to attend appointments**

**Please note** that there are many children and young people who are waiting for treatment at the Ambulatorium Sonnenschein Clinic. If you do not tell us that you will not be attending an appointment, not only does it mean a loss of treatment for your child, it is also depriving others of valuable treatment time!

If your child does not attend two agreed appointments for treatment sessions within three calendar months **without first cancelling the appointment**, you will be informed that you are at risk of losing your place for treatment.

If you fail to attend another treatment session without notice, after that we will not be able to offer your child any further treatment for nine months.

### **6) Results**

You will be given a copy of the results of the initial examination (medical and possibly psychological diagnosis). We will send further results to the referring consultant after they have been checked for developmental diagnosis. Copes can also be obtained from the Clinic for a fee (see notice in waiting room).

The management team and senior physicians are happy to receive your requests and suggestions and to discuss complaints.

Thank you for your kind attention.

**I have read this information and agree to its contents.**

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Signature (Guardian/Carer)