

# Communication Boundaries and Response Times

Clear communication is an important part of safe and effective psychiatric care. This leaflet explains how communication with the clinic works, what types of contact are appropriate, and what response times you can expect.

---

## How to Contact the Clinic

The clinic can be contacted via:

- Telephone
- Email (where applicable)

Contact details are available on the clinic website.

All communication is managed during **clinic business hours**.

---

## Appropriate Reasons for Contact

Between appointments, contact with the clinic is generally appropriate for:

- Administrative matters (appointments, fees, referrals)
- Prescription queries where previously discussed
- Clarification of treatment plans already in place

Clinical assessment, treatment changes, or new concerns are best addressed **during scheduled appointments**.

---

## What Communication Is Not Used For

Email, phone messages, and administrative contact are **not suitable** for:

- Crisis or emergency situations
- New or worsening symptoms requiring assessment
- Detailed clinical discussions
- Requests for diagnosis or treatment changes
- Urgent mental health concerns

Such matters require a scheduled appointment or emergency care.

---

## Response Times

The clinic aims to respond to:

- Administrative queries within a reasonable timeframe during business hours
- Non-urgent clinical queries where appropriate

Please note:

- Responses are **not immediate**
- Same-day responses cannot be guaranteed
- Messages are managed alongside clinical work

Repeated follow-up messages may delay response.

---

## After-Hours Communication

The clinic does **not** provide after-hours or emergency services.

Messages sent outside business hours will be addressed during the next available clinic session.

If you require urgent assistance outside business hours, please:

- Contact emergency services, or
  - Attend your nearest emergency department, or
  - Use crisis support services listed on the website.
- 

## Prescriptions and Medication Requests

Prescription requests:

- Should be discussed during appointments wherever possible
- Require sufficient notice
- May not be fulfilled urgently or outside appointments

Requests for early or urgent prescriptions may not be accommodated.

---

## Professional Boundaries

Maintaining clear boundaries helps ensure:

- Safe, consistent care
- Fair access for all patients
- Appropriate clinical decision-making

The psychiatrist may decline requests that:

- Are clinically inappropriate
  - Cannot be safely addressed outside appointments
  - Fall outside the scope of psychiatric care
- 

## Concerns or Questions About Communication

If you are unsure how or when to contact the clinic, this can be discussed during your appointment.

Clear understanding of communication boundaries helps support effective and respectful care.

---