Key Admin Tasks & Prompts for Raise Practitioners

1. Referral is Received

- Referral received and processed by Triage Team
- Offered to multiple Practitioners – first to confirm secures
- **Practitioners MUST Accept/Decline Referral within 2hrs**
- Clinician checks the "My Referrals tab" in the Portal for client info and contact details

2. Contact Client & Book 1st Appointment

- **Practitioner MUST contact client within 24hrs of accepting referral to book 1st appointment.**
- **Appointment should be within 5-7 days max. Sooner if an urgent appointment (24 hours).**
- **Practitioner MUST enter 1st appointment date and any additional notes regarding communication asap in the "My Referral tab. If you can not make contact, then inform the referrals/triage team**

3. First Appointment

- Practitioners provide clients with Key Raise forms (Outlined in Associate Manual)
- Gain informed consent from the client in writing, If this cannot be obtained in writing document on the Raise informed consent form that this has been obtained verbally. Clients must understand confidentiality, limits of confidentiality, counselling process, and missed session/ late cancellation policy.
- **Any information released to anyone, but the client will need a release of information form**.
- Do not speak to the clients' manager this information goes through Raise to maintain confidentiality.
- **Clinician MUST complete and document a risk assessment & any risk management plan in all session notes. Enter and submit the session in 1 hour increments**

4. Therapy Notes

Each Practitioner will have their own styles of note writing. Please remember that clients may request copies of their notes at any stage or ask for their notes to be forwarded to subsequent Practitioner (this will require a release of information form. Please ensure your notes are appropriate for the above if required and keep the notes in your own secure system according to all good practice codes and applicable laws and regulations.

<u>At a minimum, please document:</u>
Presenting challenge(s); Predisposing factors/History; Triggers/Vulnerabilities; Drugs & Alcohol; Any Risk (to self, to others, from others); Risk assessment and risk management plan if required; Protective factors incl spirituality, culture; Therapy Goals; Therapeutic interventions/homework; Discharge plans e.g. referral other services/other.

5. Before Discharge

Identify ASAP if clients are likely to require more than the authorized number of sessions. If appropriate apply for additional sessions via Raise and/or referral to external community supports. Provide the client with a care or safety plan if needed upon exit and any external referrals as needed.

6. Final Sessions

Practitioners will request their clients complete a service evaluation form and send a copy of this to Raise. Please ensure that all invoices are submitted on time to ensure payment. Close out the session.

8. Training

Raise Practitioners should try to attend any free training sessions offered by Raise. If you would like to recommend a training topic or are keen to provide training, please let us know!

7. Annually

Every year Raise Practitioners MUST send Raise a copy of their renewed: Annual Practicing Certificate; Professional membership, and Professional Indemnity Insurance Cert.

9. Support

Please remember that Raise is always available to provide its Practitioners with a range of supports. If you require any assistance, please let us know! If you have any questions about process or risk, please contact us.

Standing for Mental Health & Wellbeing

raise

a joint venture with Southern Cross Healthcare