

My Mirror x SonderPWC

PWC, a major employer using Sonder, will now access services directly through the Sonder app, allowing members to create an account without needing a referral from Sonder. There is no change to the therapeutic service; members will still receive the same 6 sessions as with standard Sonder referrals.



Key Information

1. Standard 6 x sessions are approved
2. No initial assessment is required
3. No case closure/discharge summary is required
4. Up to 6 x additional sessions can be accessed via an extension request (new form, but with the same extension request questions)
 - a. Please note that there is no external URL entered as per current Sonder files, you will need to use this link
 - b. <https://mymirror.snapforms.com.au/form/sonder-pwc-extension-request>
 - c. You will use this same form for each client so please ensure you enter the correct details

As per the standard Sonder program 2 x DNA (either did not attend, or cancelled with less than 48 hours notice) are permitted, but once 2 x cancellations have been reached the client must be discharged.

These missed sessions (if DNA, or less than 48 hours notice) count towards the total number of sessions approved. E.g. If a client attends 3 x session, DNA x 1 as they forgot, then attended 1 x more session they have used 5 x sessions, with 1 x session remaining on file to use

Client Referral & Treatment

1 SELF-REFERRAL FROM PWC (CLIENT)

- Client clicks directly from Sonder App and creates an account.
- Client is confirmed as a SonderPWC client.
- Client schedules their initial appointment.

2 PSYCHOLOGICAL SESSIONS (TREATING PSYCHOLOGIST)

- Review the standard intake document (completed by the client on the My Mirror platform) prior to the 1st session
- Session notes to be completed in MM platform as standard
- Explain confidentiality to client
- No correspondence required for the 6 sessions
 - Extension requests to be completed for a further 6 sessions if required
 - Use the link <https://mymirror.snapforms.com.au/form/sonder-pwc-extension-request> these requests go to the My Mirror Clinical Manager for approval.
- When extension is approved you will receive an email from the Customer Support team.

3 REVIEW AND CONTINUOUS IMPROVEMENT (TREATING PSYCHOLOGIST)

- Upon the completion of a client's sessions or upon disengagement no notification is required.
- Should there be any clinical concerns about the referral, or risk/safety concerns that arise during the therapeutic intervention please inform the Clinical team, or if an emergency call the Clinical Manager who will provide support and notify Sonder as appropriate.