

## PROCESS FOR A CLINICAL HANDOVER

There are a number of circumstances which might result in a handover between two My Mirror Clinicians, including but not limited to:

- Client preference
- Clinician skill set (i.e., clinician handing over to another clinician with a more aligned skill set based on client needs, and preferences or relating to diagnosis or treatment modality required)
- Extended leave
- Misaligned availabilities or preference around timing of sessions - including days of the week, time of day or frequency of sessions
- Safety of the clinician
- Safety of the client
- Resignation
- Death or incapacity of the clinician

The following should be undertaken in all circumstances:

- As soon as a clinician identifies that a handover may be required, they need to alert the Clinical Team ([clinical@mymirror.com.au](mailto:clinical@mymirror.com.au))
- In addition, the clinician needs to inform the Customer Success ([hello@mymirror.com.au](mailto:hello@mymirror.com.au)) team to change their status to “Existing Clients Only” to ensure no new clients are booked in, under the following circumstances
- Extended leave (over 4 weeks leave)
- Resignation
- If the client is being seen under an MHCP a discharge letter, or 6/10 session review letter (as appropriate) should be sent to the GP who made the original MHCP referral
- In the instance where a handover or referral is required the client’s consent must be gained, and a record of this made on their file

Regardless of circumstances, as per Australian Health Practitioner Regulation Agency (AHPRA) and Australian Psychological Society (APS) best practice guidelines appropriate handovers should be conducted for continuity of care. Please note the following options for handover, and ensure that clients have been notified of the need for a change in clinician and have included in the decision making process (where appropriate and safe):

1. Finalise sessions with client at an appropriate junction
2. A handover to a specific clinician on the My Mirror platform
3. Provide the client with a list of possible clinicians available on the My Mirror platform
4. The client doesn’t wish to engage anyone further post conclusion with existing clinician
5. The client’s needs exist outside of the My Mirror platform and referral, or re-engagement with original referrer should occur

## 1. Finalise sessions with client at an appropriate junction

Should this be the preference of the client (and the clinician is available to undertake this option), the clinician will need to ensure the following:

- That they have capacity to continue sessions based on the treatment plan and/or clinical need of the client
- If they cannot commit to seeing the client for the entirety of remaining sessions (either under existing MHCP, or under pre-arranged treatment plan with the client) they should consider whether a handover is more appropriate (see below steps)
- They need to inform the client how long they are available before sessions need to cease (I.e. provide a transition date or final date of availability)
- Where possible pre-book the clients remaining sessions to ensure a clear transition plan is adhered to
- The client should be made aware that if they re-engage with My Mirror in the future, the new clinician will be able to access their clinical notes on the My Mirror platform
- Provide the client with the Customer Success details in case they need support booking/rebooking/rescheduling etc
- Record the transition plan in the clients file in the clients session notes, as well as the confidential “Psychologist Notes” section – which clients cannot see

## 2. A handover to a specific clinician on the My Mirror platform

Should this be the preference of the client (and the clinician is available to undertake this option), the clinician will need to ensure the following:

- That they have informed the client as soon as they become aware that a change in clinician needs to occur (where safe or appropriate to do so)
- They need to inform the client how long they are available before sessions need to cease (I.e., provide a transition date or final date of availability)
- The client should be made aware that the new clinician will be able to access their clinical notes on the My Mirror platform
- They should engage the client and ask for their preference to be handed over formally to one preferred clinician, whether they would prefer a list with several options, or ask the client if they would prefer to source their own preferred clinician
- Should the client indicate one clinician, the existing/original clinician should either:
  - Review the My Mirror website themselves and use the matching tool to identify available clinicians whose profile matches the clinician needs of their client
  - Or engage the Clinical Team for support identifying a potential good clinical match for their client if they are struggling to find a suitable match
  - Or receive their client’s preference for a new clinician and then reach out to the Clinical Team for support to connect with the new clinician

- Where one specific clinician is selected, the preference is for a verbal/telephone or virtual meeting to take place between clinicians to handover and share clinical insights and overview of history and treatment to date
- When a verbal handover is not possible (due to circumstances such as timeframe prior to needing to cease working with the client) a handover document should be created using the **Client Handover Form** and sent directly to the preferred clinician (once they have accepted working with the new client)
- A final session (where possible) should be completed with the original clinician prior to the handover
  - If a verbal handover is completed, the original clinician should offer the client support to either book their next session in directly with the new clinician **once** a verbal handover has been completed. Or should ask the client if they would prefer support from the Customer Success team to help them book in (client preference and autonomy is key). If they indicate they wish for support, the clinician should contact the Customer Success team with the request for support
  - Or where a verbal handover is unable to take place they should alert the Customer Success team to reach out to the client to support them to make the booking (continuity of care is essential) and should forward the handover document to the Clinical Team who can liaise directly with the new clinician
- Record the transition plan in the clients file in the clients session notes, as well as the confidential “Psychologist Notes” section – which clients cannot see

### **3. Provide the client with a list of possible clinicians available on the My Mirror platform**

Should this be the preference of the client, the clinician will need to ensure the following:

- That they have informed the client as soon as they become aware that a change in clinician needs to occur (where safe or appropriate to do so)
- They need to inform the client how long they are available before sessions need to cease (i.e. provide a transition date or final date of availability)
- The client should be made aware that any new clinician they book with will be able to access their clinical notes on the My Mirror platform
- They should engage the client and ask for their preference to be handed over formally to one preferred clinician, whether they would prefer a list with several options, or ask the client if they would prefer to source their own preferred clinician
- Should the client indicate they would like a list of potential clinicians, the existing/original clinician should either:
  - Review the My Mirror website themselves and use the matching tool to identify available clinicians whose profiles match the clinician needs of their client
  - Or engage the Clinical Team for support identifying potential good clinical matches for their client if they are struggling to find a suitable matches themselves

- These matches should be communicated to the client either in the next session with the original clinician prior to them wrapping up treatment, or if no further sessions are able to be booked they should add the list of potential clinicians to the case notes
    - If time does not permit a final session or additional sessions post communicating the need to handover to a new clinician, the original clinician should engage the Customer Success team to contact the client and provide the list of potential options
  - If the client subsequently makes a decision about a preferred clinician (prior to having their final appointment with the existing clinician) - then the steps above should be followed (**A handover to a specific clinician on the My Mirror platform**)
  - A final session (where possible) should be completed with the original clinician prior to the handover
    - The clinician should ask the client if they would prefer to book themselves in with the new clinician (independently) or if they need support from the Customer Success team to help them book in (client preference and autonomy is key).
    - If they indicate they wish for support, the clinician should contact the Customer Success team with the request for support
  - Record the transition plan in the clients file in the clients session notes, as well as the confidential “Psychologist Notes” section – which clients cannot see
  - If the client does not select an option or preferred clinician a verbal handover will not be possible. Therefore a handover document should be created and saved to the clients file in the confidential “Psychologist Notes” section – which clients cannot see
- 4. The client doesn’t wish to engage anyone further post conclusion with existing clinician**

Should this be the preference of the client, the clinician will need to ensure the following:

- That they have informed the client as soon as they become aware that a change in clinician needs to occur (where safe or appropriate to do so)
  - They need to inform the client how long they are available before sessions need to cease (I.e. provide a transition date or final date of availability)
  - The client should be made aware that any new clinician they book with will be able to access their clinical notes on the My Mirror platform
  - Finalise treatment to the best of their clinical ability prior to the final session
  - Explore alternate referral options with the client
  - Ensure that the client feels confident to rebook via the My Mirror platform, and provide them with Customer Success details to ensure that they can reach out for support if they do wish to re-engage in the future
  - Record the transition plan in the clients file in the clients session notes, as well as the confidential “Psychologist Notes” section – which clients cannot see
- 5. The client’s needs exist outside of the My Mirror platform and referral, or re-engagement with original referrer should occur**

Should this be the preference of the client, the clinician will need to ensure the following:

- That they have informed the client as soon as they become aware that a change in clinician needs to occur (where safe or appropriate to do so)
- They need to inform the client how long they are available before sessions need to cease (I.e. provide a transition date or final date of availability)
- The client should be made aware that if they re-engage with My Mirror in the future any new clinician they book with will be able to access their clinical notes on the My Mirror platform
- Finalise treatment to the best of their clinical ability prior to the final session
- Explore alternate referral options with the client
- Before making any referrals ensure that the client's consent is gained and they are fully aware of what information will be shared (record that client consent has been given in the client's case notes as well as the confidential "Psychologist Notes" section – which clients cannot see)
- If consent is gained, contact the new service/organisation and either complete referral paperwork alongside, or on behalf of the client or provide a handover (whichever is the most appropriate option based on the clients needs and presentation)
- If the client was referred by MHCP or via another service consider the following:
  - MHCP – contact the original referring GP to advise of a change in the clients need/presentation and advise current services need to cease and an additional referral needs to be made, or request that the GP re-engage the client due to changing needs
  - Alternate service (workers comp, NDIS etc) - contact the case worker or original referrer and advise current services need to cease and an additional referral needs to be made, or request that they re-engage the client due to changing needs
  - In either instance ensure that communication attempts and successful communication summaries are recorded in the confidential "Psychologist Notes" section – which clients cannot see
- Record the transition plan and actions taken in the clients file in the clients session notes, as well as the confidential "Psychologist Notes" section – which clients cannot see