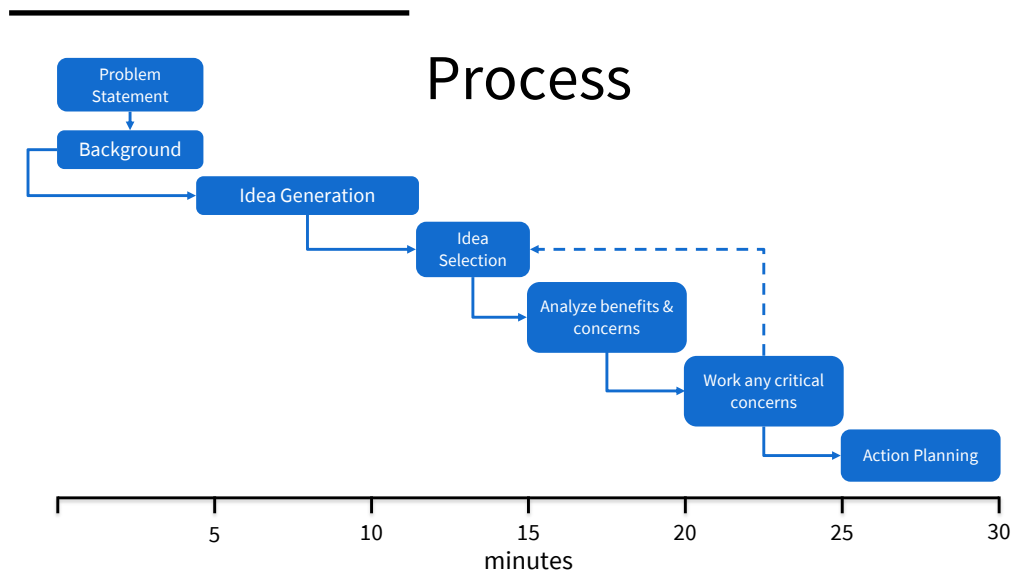




# Client Consultation Process



**This process is adjusted for available time and the scale and scope of the presenting problem.**

The general clinical approach is summarised as:

The team works together to help the problem owner

1. The Problem Statement is a simple “How do I ...?” question
2. Idea Generation is a rapid brainstorm activity for the Team only (i.e. the Problem Owner listens and the Facilitator writes)
3. Idea Selection is for the Problem Owner only to pick the 2-3 most promising ideas
4. Benefits & Concerns is for the Team to assess each of the selected ideas
5. Critical Concerns can be raised by anyone and may eliminate an idea if they cannot be overcome
6. Action Planning is for everyone to contribute to and take ownership of the individual points

The Team is made up of:

1. The attending clinicians
2. The client
3. The client supporters, if any

An attending Clinician will normally take the facilitator role in the consultation.

Client critical concerns and desired benefits from the consultation should be taken up in the initial referral.

Our brief may be confined to a particular situation, decision or document.

See our summary and detailed referral sheets for assistance in framing the background for the referral.

The fixed price consultation is intended for dealing with the early evaluation of a complex or complicated problem or the resolution of a simple problem suited for the 1 to 2 hour timeframe. This may be focused on:

- A particular decision to be made e.g. financial investment, making a will or consent to a financial or medical treatment proposal
- A particular cause or concern e.g. medical diagnosis or treatment proposal
- A particular situation e.g; signing, witnessing or attesting a document

The report of the consultation may reflect:

- Identification of the presenting problem of issue
- Key facts and issues that influence the approach of the consultation
- Recognized limits on the ability of the client to address or resolve the problem or situation
- The consequences of doing nothing
- A proposed course of action
- Any further options for the client to consider.

Where it is not possible to come to a concluded resolution to the problem, the attending clinicians will, where appropriate settle an action plan for the client to assist in the ongoing resolution of the presenting problem. This may include the introduction of exemplar resources that may be needed to address particular issues.



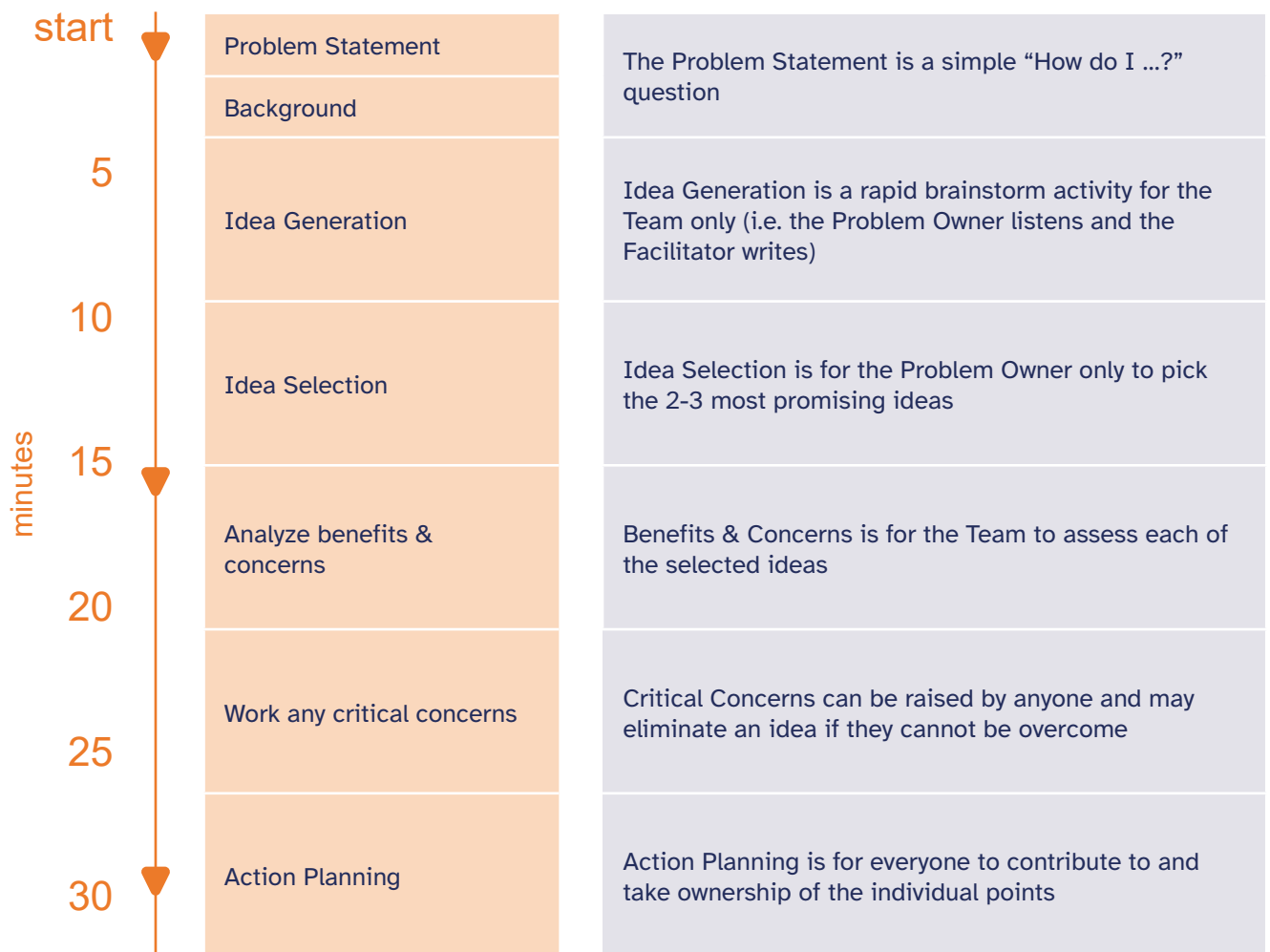
# Client Consultation Process

## The general clinical approach

The team works together to help the problem owner

The Team is made up of:

1. The attending clinicians
2. The client
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This process is adjusted for available time and the scale and scope of the presenting problem.

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