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Empower Pain Management Program Non-Attendance Policy.

1. Mission Statement.

To provide participants with an evidence-based intensive program which teaches them the skills and strategies for addressing the multiple factors that influence their pain experience. This program encourages active self-management to restore a sense of purpose and quality of life to participants. Attending and participating in group learning environments confers the specific benefits of reducing the perception of isolation in the persistent pain experience, and enhancing social interaction with like-minded individuals. These group interactions can assist with building confidence and ongoing peer support beyond the duration of the program itself.

2. Title: Non-attendance policy.

3. Purpose.

Research shows successful outcomes from attending a multidisciplinary pain program is directly proportional to the attendance and engagement of participants. Non-attendance can be viewed as an indicator of an unsuccessful outcome, due to limited access to knowledge and skills provided by the course, this might reflect ineffective changes to thinking and behaviour.

We believe that:

- Attendance of the Empower Pain Management Program is a shared partnership between participant and facilitator.
- Regular attendance results in more impactful changes to behaviour and thinking.
- Individual participants accept responsibility for their role in their pain management and engagement in the program.
- Attendance directly relates to developing an understanding of persistent pain and the fostering of effective coping skills for managing their pain.

In developing this policy, we have taken into consideration the unpredictable nature of persistent pain and the effects it has on sleep, function and coping. We have looked at the diverse nature of the participants in the program and taken into consideration economic, personal, social and cultural factors, which may affect each individual.

4. Scope.

This policy relates to all participants who have voluntarily enrolled in the 3-week pain management program and had approval sought from their insurer.

5. Policy details.

- Participant to provide written (email) or verbal (phone call) confirmation of non-attendance a minimum of 1 hour prior to course commencement.
- Medical certificate required for more than 1 absentee over 3-week period.
- More than 2 absentees over 3-week period may result in:
 - o Making up missed content in future program
 - o Rescheduling or postponing remainder of program until future program



- Costs associated with course a paid-on participant enrolment; therefore, this is the possibility of:
 - o Pro-rata payments for days attended (up until 8 days attended)
 - o Payment in full (beyond 8 days attended)

6. Roles & Responsibilities.

Participant.

- Arrive on time for program.
- Provide written or verbal communication if not attending.
- Continue reading and workbook activities if possible, despite non-attendance.
- Provide medical certificate if absent for more than 1 day.

Program coordinator.

- To be accessible 1 hour prior to course.
- To provide participant with overview/summary of content missed from absence.
- To ensure participant not penalised for absence by offering to assist with their on-going learning and engagement in program.