

OPTIMISE
Healthcare Group



ASD Assessment

Patient Information

Please read this booklet carefully and ensure you are familiar with the information prior to booking your assessment

Who We Are

Optimise Healthcare Group is a private outpatient mental health clinic, dedicated to providing high-quality care tailored to individual needs.

We offer a comprehensive range of assessments and treatments for various mental health conditions. In addition, we collaborate with select NHS services to support the assessment and treatment of Autism.

Founded by experienced medical professionals, our mission is to deliver safe, effective, and efficient care in a supportive environment.

As a psychiatry-led service, we bring specialist expertise to every stage of the mental health assessment and treatment process.

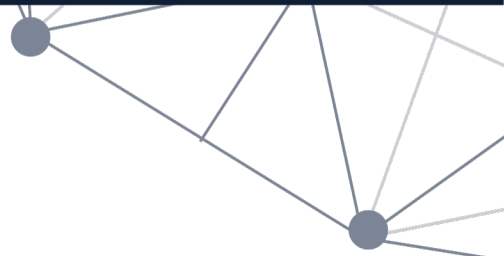
If we are not a suitable service for you

In some cases, Optimise Healthcare Group may not be the most suitable service to meet your clinical needs particularly if you require a higher level of care, more intensive support, or ongoing intervention.

If our team feels that we are unable to safely manage your care, we will support you by referring you to a more appropriate service in your local area. This may include your GP, NHS crisis services, or other relevant NHS mental health teams.

For urgent support and safeguarding information, please visit our “Help in a Crisis” page, where you’ll find guidance on how to access NHS and emergency services.





Consent to Share Information

If you would like a parent, partner, or friend to speak with us on your behalf whether to arrange appointments or enquire about your care we will need your written consent first.

To protect your privacy, our admin team cannot discuss your care with anyone without your prior consent.

A consent form can be completed online via the link included in your confirmation email. This process helps us maintain strict confidentiality throughout your care journey.

If you're having trouble locating the link to the consent form, please get in touch with our team and we'll be happy to send it to you directly.

For more information on how your data is handled, please refer to our Privacy Policy on our website at www.optimisehealthcaregroup.co.uk

Please note: All final reports are shared with your GP to support overall risk management and ensure a holistic approach to your ongoing care.

Referrals

Patient's can enter into our service via one of the following routes:

GP referral (NHS & Private services)

Self Referral (Private Services)

Referrals can be sent to:

Referrals@optimisehcg.co.uk (NHS Patients)

Private@optimisehcg.co.uk (Self-funding patients)

Booking your Appointment

Assessment Information

The assessment is carried out over several appointments. Cost includes:

- All assessment appointments
- A comprehensive written report
- Includes post diagnostic appointment (if diagnosis is given)

Booking Your Assessment

You can book your assessment by:

- Phone - **01925 691 502**
- Emailing our team at **info@optimisehcg.co.uk**

Assessment Pricing (For Private Patients Only)

- Adult (18+) - £1600
- Child (16-17) - £2000

Assessment Process

Day 1

A 45 minute virtual appointment to discuss autism symptomology and gather more information.

Day 2

This is completed in three appointments across the course of one day. You will see two different practitioners during the course of the day.

(Additional appointment is required for an ADOS assessment for all patients under the age of 18)

Please see overleaf a schedule of the day

Our phone lines are open:

Monday to Friday: 9:00am - 5:00pm.

Appointment	Time	Practitioner	Length of appointment
Appointment 1 - Clinical Interview	10:00	Practitioner 1	90 minutes
Appointment 2 - Clinical Interview	13:00	Practitioner 2	90 minutes
Appointment 3 - Feedback and Outcome	16:30	Practitioner 1	30 minutes

Multidisciplinary Team Meeting (MDT) - the two practitioners will meet between your second and final appointment to discuss your case and whether a diagnostic conclusion can be drawn based on the information gathered during the assessment.

Assessment Preparation

Informant Requirement

An informant who has known you since before the age of 5 must attend at least one of your assessment appointments — ideally both.

This person should be a parent, grandparent, aunt, uncle, or another close relative who can provide information about your early development.

If you are unable to attend with an informant, please inform the clinic as soon as possible.

Please note: the absence of an informant may limit our ability to reach a diagnostic conclusion.

Questionnaires

You will receive a set of questionnaires in your appointment confirmation email. These must be fully completed at least 72 hours before your appointment. If we do not receive your completed questionnaires within this timeframe, your appointment will be automatically cancelled. If you experience difficulties completing the forms, please contact the clinic so we can offer support.



DNA and Cancellation Policy

- Two DNAs will result in discharge back to your GP. Arriving over
- 10 minutes late or cancelling within 24 hours of your appointment will also be considered a DNA.
- For privately funded patients, all DNAs and cancellations made within 48 hours of the appointment are £500 (private patients)
- No further appointments will be booked until any outstanding invoices have been paid in full.

Tips for your Assessment

You are welcome to prepare any relevant information in advance that you feel may support your assessment. If you would like to share any supporting documents, please email them to: info@optimisehcg.co.uk.

Please ensure you join the assessment from a confidential and private location. For privacy and safeguarding reasons, the appointment will not proceed if you are in a public space or somewhere others can overhear you. If you join from an unsuitable location, this will be recorded as a non-attendance

Please attend with someone who can provide useful insight into your childhood and make them aware that their attendance is required for the full day. If you find this is not possible, please contact us at your earliest opportunity.

If you need to take a break at any point during the assessment, please let your practitioner know — your comfort is important to us.



Post-Diagnostic Support

All patients who are given a diagnosis will be invited to attend a 30-minute virtual post-diagnostic session. This session is designed to provide you with personalised, practical strategies to help manage your symptoms.



Important Information

Please note that we do not provide:

- Fit-to-work reports
- Medico-legal reports for court proceedings or legal hearings
- DWP forms or forms related to disability benefits

Our reports are intended for clinical purposes only, to support your ongoing care and treatment planning.

Reports are based solely on information provided before or during your appointments. Any information submitted after your assessment cannot be included in the final report.

Once a report has been completed and issued, it cannot be amended retrospectively.

FAQs

What will I be asked?

During your initial appointment and assessment, you'll be asked about your early history, including your mother's pregnancy, developmental milestones, and childhood experiences.

To help provide accurate information, we encourage you to attend with an informant—ideally someone who knew you well during your early years, such as a parent or older sibling.

What if I am not comfortable discussing past trauma?

As part of your assessment, we may explore past experiences including those that may have been distressing or traumatic. We understand that talking about these topics can be difficult, and you are welcome to share any information in writing before your appointment if that feels more comfortable. Please know that while you are never required to talk about anything you're not ready to, not sharing significant

experiences — such as trauma — may affect the outcome of the assessment, as it can limit our ability to fully understand your needs and provide the most appropriate support.

Will I receive an outcome on the day?

If appropriate, you will receive a diagnostic outcome on the same day which will be confirmed in your full written report. Patient's are assessed against the DSM-V criteria for Autism diagnosis. Patient's must meet this criteria completely in order to receive a diagnosis.

Do I need to attend with an informant?

It is a requirement of the assessment that you attend with an informant. If you don't- this may impact whether or not a conclusion can be reached if enough information about your early years cannot be gathered.

FAQs

What if I need to cancel?

You can call us on

- 01925 691502
- or email info@optimisehcg.co.uk

Please note, if you cancel within 24 hours of the appointment, this will be considered non-attendance. If you have two non-attendances, you will be discharged back to your GP.

Do I need to attend all appointments?

We understand that the assessment process can be lengthy and tiring. If you're unable to attend all three sessions, we ask that your informant is present for each one, and that you attend at least one of the appointments.

Does my informant need to be in the same location as me?

No, your informant can join from any UK location. We can provide them with a separate link to access the session via their internet browser.

When will I receive my full assessment report?

Reports can take up to 10 working days to be completed. You will first receive a draft copy to review and confirm its accuracy. Once we receive your feedback and any amendments by email, please allow up to 5 additional working days for the final formatted report to be sent.

What happens if I am late or do not attend?

Please ensure you join your appointment promptly. If you arrive more than 10 minutes late, your appointment will be recorded as a Did Not Attend (DNA), and you will need to reschedule. If you have any concerns about accessing the video link, we are happy to arrange a practice call beforehand. Please contact the clinic to set this up.

What support is available if I receive a diagnosis?

You will be offered an optional post-diagnostic appointment with one of your assessing clinicians. This is typically arranged within 6 weeks of your assessment and provides an opportunity to discuss any concerns, ask questions, and receive relevant resources. While this appointment is not mandatory, we do recommend it as a helpful part of your ongoing support.

Help in Crisis

Emergency Crisis Services

If you feel you are unable to keep yourself safe and require immediate support, please call 999 or attend your local A&E department

Local Crisis Services

Contact 111 for details of crisis services in your local area

You can call any of the following if you feel you need to talk to someone but are not in a crisis:



Samaritans - *phone:* 116 123

Papyrus - *phone:* 0800 068 41 41

CALM - *phone:* 0800 58 58 58

SHOUT - *Text* (85258)

Safeguarding

If you believe that you or someone you care for is vulnerable or at risk of harm, neglect, exploitation, or abuse, it is important to seek help promptly. Anyone can make a referral to their local safeguarding team.



If you or a family member are at risk, please reach out for support without delay. You can contact your GP, local safeguarding team, or appropriate authorities who are trained to assist in these situations. Additionally, you can call 111 for crisis support, safeguarding advice, and to be directed to relevant services.

If there is an immediate or imminent risk to you or a loved one, please call 999.

You can find contact details for your local safeguarding services here:

<https://safeguarding-guide.nhs.uk/contacts/>



Ready to book
your assessment?
Get in touch today!

01925 691 502

info@optimisehcg.co.uk

optimisehealthcaregroup.co.uk

