

My Aged Care

Short Notice Cancellation Policy

Introduction:

Your Physiotherapist or Exercise Physiologist will develop a plan with you that takes into consideration your lifestyle and goals of treatment. It is of benefit to you that you can schedule your appointments in advance to ensure you can adhere to the plan to the best of your ability, as well as reserving a place in the physiotherapist's schedule. Although we will do our best to reschedule, cancel your appointment, missed appointments can delay your recovery.

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our health providers, but our other patients as well. Please be aware of our policy regarding missed appointments

Appointment Cancellation or Rescheduling:

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. To be respectful of your fellow patients, please call our clinic as soon as you know you will not be able to make your appointment.

If cancellation or rescheduling is necessary, we require that you call our clinic at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

How to Cancel or Reschedule Your Appointment:

If you need to cancel your appointment, please call us on 07 4661 5577 between the business hours on Monday – Friday 7.30 am – 5:00 pm. If necessary, you may leave a detailed voicemail message, and we will return your call as soon as possible.

You can also send us an email at reception@cahh.com.au and we will reply to you as soon as possible.

Short Notice Cancellations/ Rescheduling or No-Shows:

A cancellation or rescheduling is considered late when the appointment is cancelled or rescheduled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment



without cancelling or rescheduling. If the cancellation is deemed Short Notice, the Service Provider may have the right to charge 100% of the agreed fee for the support

Why does a Short Notice Cancellation Policy exist?

Protecting the health providers income is the main reason this cancellation policy exists. Last minute cancellations are, well, last minute – making it difficult to schedule jobs to fill the gaps they leave in the day. This means a lost opportunity for work, which all field service businesses want to avoid.

Is there a limit to the number of times a Provider can charge Short Notice Cancellation?

There is no hard limit on the number of short notice cancellations (or no shows) for which a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations, then the provider should seek to understand why they are occurring.

If you have any questions about this Cancellation Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

