

IOH PSYCHOLOGY CANCELLATION AND NON-ATTENDANCE POLICY

Review Date: 31/01/2024

Rationale

Our policy for missed appointments, reschedules and cancellations is set to ensure that we can provide all clients with access to therapy in a consistent and timely manner. Our policy is set in line with the recommendations for private practice from our peak psychology body, the Australian Psychological Society.

Aim

The aim of this policy is:

- To ensure that other clients do not miss out on the opportunity to access therapy.
- Allow appropriate opportunity to fill cancelled or rescheduled appointments.
- To reduce disruptions to the Psychologists' diaries and loss of Psychologists' time in preparation because of client late cancellations, late rescheduled appointments and missed appointments.
- To reduce the rate of late cancellations, late rescheduled and missed appointments.
- Reduce the income loss as a direct result of client cancellations, late rescheduled and missed appointments.

Notification of Policy

All clients will be advised on the cancellation policy frequently. This includes:

- At time of initial contact with IOH, or if existing client, at next appointment or contact
- When an appointment is booked
- In SMS booking confirmation
- In SMS reminders
- On our website
- Via displays in clinic
- In initial paperwork signed at first session or this may be sent to you prior to attendance at your first session
- If contact is made with Administration when requesting to cancel or reschedule
- When rebooking following a late cancelled appointment
- By your clinician at your next appointment if you have cancelled an appointment with late notice



Confirmation of Appointments

We understand life can happen, and that at times appointments do need to be changed. To allow you ample time to change your appointment, IOH Health send reminder SMS messages 48 business hours before your appointment. All appointments must be confirmed. If you have not confirmed via return SMS by close of business (COB) 2 business days before your appointment, we will attempt to contact you via confirmation phone call. If a response has not been received and we have not been able to contact you, IOH reserves the right to cancel the appointment. In this case, an SMS will be sent advising that the appointment has been cancelled. Any waiving of cancellation fees remains at the discretion of IOH Health.

Cancellation Policy

- Every effort will be made to fill your cancelled or rescheduled appointment time. If we are able to fill your cancelled or rescheduled appointment, no fee will be charged.
- If you are unable to attend your scheduled in-clinic appointment, you will be offered telehealth (phone or videoconference) as an alternative. Transfer from a face to face session to telehealth does not attract a cancellation fee.
- If you have a telehealth appointment and are unable to be contacted at the time of your appointment, this is deemed a non-attendance. Your clinician will make a minimum of 2 attempts to contact you at your appointment time.
- If you are late by 20 minutes or more to your appointment (face to face or telehealth), your session may be forfeited, you may not be seen by your Psychologist and non-attendance fees will be charged.
- Cancellation fees must be paid in full prior to any subsequent appointments being attended or booked.
- If you do not attend your appointment without notice and have not contacted IOH Psychology within 24 business hours of your missed appointment, IOH reserves the right to cancel all future scheduled appointments.
- IOH and your Treating Psychologist reserve the right to refuse future bookings after 2 consecutive late cancellations (within 24 hours) or non-attendances, or frequent patterns of cancellations/non-attendances which equate to greater than 50% late cancellations or non-attendances.



Cancellation Fees

Our cancellation fees reflect the fact that a scheduled appointment time is reserved for you, and results in lost time and income if cancellations at short notice and are unable to be refilled.

Cancellation fees vary depending on scheme. These fees are a direct cost to you and cannot be claimed through Medicare, Private Health Cover or any third-party funding scheme. If the client is accessing our services through the company's Employee Assistance Program non-attendance results in the client forfeiting one of the approved treatment sessions.

Partial attendance	Full session fee
Non-attendance	Full session fee
Cancellation within 24 business hours	50% session fee
Cancellation within or greater than 48 business hours	No fee
Cancellations within 24 hours that are refilled	No fee

Cancellations will be billed via E-way details stored on file.

Cancellation by IOH

In the event of cancellation by IOH, you will be contacted with as much notice as possible and offered the next available appointment with your Psychologist.