



CANCELLATION BY PANEL MEMBER

PURPOSE

The purpose of this policy is to ensure that panel members cancel at a fair and reasonable time to ensure that patient safety is adhered to at all times.

SCOPE

This policy applies to

- MHR Clients
 - MHR Panel Members
 - MHR Branch Managers
 - MHR Assistant Branch Managers
 - MHR Senior Coordinators
 - MHR Call Centre Coordinators
 - MHR Coordinators
 - MHR Recruitment Consultants
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POLICY STATEMENT

- The panel member must inform the MHR Coordinator/MHR Call Centre/MHR Recruitment Consultant of the cancellation:
 - NIGHT SHIFT - **3 hours** before the shift commences.
 - DAY SHIFT - **previous night OR 2.5 hours** before the shift commences.
- If the panel member does not comply with the above (with the exception of unforeseen circumstances), corrective measures will be imposed in the following sequence:
 - 1. First offence**
 - The panel member will be made aware of the cancellation policy telephonically.
 - The late cancellation penalty form will be signed.
 - 2. Second offence**
 - According to the shift the panel member was booked for - a **3 hour penalty fee** will be charged after a telephonic consultation.

3. Third offence

- According to the shift the panel member was booked for - a **6 hours penalty fee** will be charged after a disciplinary interview.

4. Fourth offence

- The panel member will be disabled on MHR's system MHRM until a disciplinary hearing has been conducted.

ASSOCIATED DOCUMENTS

Document	
Late cancellation penalty form	Secured docs