



Telethon Speech & Hearing

TSH Clinic Cancellation Policy

TSH understands that family life can be busy and unexpected incidents sometimes arise that prevent our clients from being able to attend scheduled appointments. Should such an instance arise clients should contact TSH at their earliest convenience to either cancel or reschedule. This allows TSH to make alternative arrangements and it ensures that audiologists, speech therapists, and occupational therapists do not spend time preparing and planning for appointments that do not occur. It also allows appointments that have been cancelled for services to be filled by other clients on our waitlists.

Clients can also notify us via phone on **(08) 9387 9888** during office hours (Monday to Friday from 8:30am to 4:30 pm) or via email to speech@tsh.org.au.

1 CANCELLATION FEES

When Cancellations are charged to the client

If a client is late to the appointment then the appointment will end at its regularly scheduled time and be invoiced at the regular rate.

Clients arriving later than 15 minutes for an individual appointment will be deemed to have cancelled the appointment. We will require 2 business days' notice of an appointment cancellation where possible. **If the cancellation is within 48 hours, clients will be charged 50% of the appointment fee. If a cancellation is made within 24 hours then it is considered a short notice cancellation (or no show) and therefore 100% of the hourly rate of service will be charged.** TSH reserves the right to amend these provisions as required.

For ongoing speech and occupational therapy appointments, an occurrence of 2 appointments missed without notice (did not attend) may result in forfeiture of reserved appointment slots to allow TSH to best serve all clients in need of services.



2 EXCEPTIONAL CIRCUMSTANCES

TSH recognises that there may be circumstances that may explain a client's absence from an assessment or scheduled session.

Clients are welcome to share any exceptional or unforeseen circumstances that may apply, and these will be relayed to their clinicians.

The Practice Manager will then decide if the cancellation fee should be waived.

3 CANCELLATION BY TSH

From time-to-time clinicians may have to cancel scheduled appointments due to illness, leave, training, or other unforeseen circumstances. In these instances TSH will;

- » Offer a rescheduled appointment where practical and available within the TSH appointment schedule.
- » Make every endeavour to advise the client with a minimum 24 hours' notice by phone, email, or SMS where practical.
- » In the case of illness or unforeseen circumstance advise the Client at the earliest available opportunity.

4 HOW TSH WILL HELP WITH APPOINTMENTS

TSH will help clients remember scheduled appointments by:

- » Sending SMS text and email reminders 2 days before appointment
- » Sending email confirmation of initial appointments

5 ENQUIRES AND COMPLAINTS

If you would like further information about the way TSH manages cancellations and associated charges or wish to dispute an applied cancellation fee please contact us at **(08) 9387 9888** or **speech@tsh.org.au**.