

Rescheduling or Cancelling Appointments

Murrumbidgee Allied Health Service (MAHS) wants you to access the services you need at a time that suits you. We understand that sometimes you might need to reschedule or cancel appointments. This document explains what you need to do if you want to reschedule or cancel an appointment, and any fees you may be charged for rescheduling or cancelling appointments. All charges meet the standards outlined in the National Disability Insurance Scheme (NDIS) Price Guide.

How to reschedule or cancel an appointment

You may cancel or reschedule appointments by contacting your clinician or the MAHS office 2 business days before your appointment. You will not be charged for the service if you give at least 2 business days' notice.

If you need to cancel or reschedule your appointment, please contact us as soon as possible:

- Call the MAHS office on 6963 9377, leave a voicemail if we do not answer
- Email MAHS on admin@mahs.com.au
- Call or text your clinician directly if you have their mobile number

Fees

If you miss an appointment without giving notice, or if you reschedule or cancel an appointment without giving 2 business days' notice, you may be charged a cancellation fee of up to 100% of the hourly rate outlined in your Service Agreement and Support Plan. A business day is any day that is not Saturday, Sunday, or a Public Holiday.

You will not be required to pay a fee if the service is cancelled or rescheduled by your clinician or MAHS.

What else could you do?

Instead of cancelling your appointment, consider if there is another way for your clinician to support you or your child. Some ideas are:

- Work with your clinician via telepractice instead of face-to-face. Your clinician can help you to set this up.

- Ask your clinician to write a report, complete relevant research, or develop resources which may support you or your child.

Your clinician has set aside this time to work with you, so if they cannot see you face-to-face, they will be happy to complete some other work for you.

Regular cancellations

If you regularly cancel or reschedule your appointments, MAHS may choose to suspend therapy services until you are more available. We will talk to you about our concerns before we suspend services and we will work with you and try to find a service that suits you. If your appointment times do not suit you, please talk to your clinician about changing your appointments to a different time.

Other information

This guideline may be amended if there are any changes recommended by the National Disability Insurance Agency, other relevant authorities, or other relevant laws. If this happens, we will tell you about these changes.

Questions or comments

If you have any questions or comments about this guideline, please speak with your clinician, or contact the MAHS office on 6963 9377 or admin@mahs.com.au.