

Policy area	Care Services
Title	<b>Cancellation and Rescheduling Appointments</b>
Purpose	To outline the process around notification for cancellation and rescheduling of appointments at Bloomhill Cancer Care

### Community Clients (Non-Oncology)

Should you be required to change a scheduled appointment, please contact reception as soon as practicable to reschedule your appointment. This ensures we have as much notice as possible to allow other clients to be scheduled.

Confirmation texts for appointments are sent on the morning before the day of your scheduled appointment. Please respond to these ASAP to allow for confirmation, cancellation or rescheduling of your appointment.

#### Cancellation Policy for Community Clients

The cancellation or rescheduling of community (non-oncology) appointments requires 24 hours' notice to avoid a cancellation fee.

The cancellation fee is 100% on the scheduled service fee.

### Bloomhill Clients (Oncology or Carer)

Should you be required to change a scheduled appointment, please contact reception as soon as practicable to reschedule your appointment. This ensures we have as much notice as possible to allow other clients to be scheduled.

Confirmation texts for appointments are sent on the morning before the day of your scheduled appointment. Please respond to these ASAP to allow for confirmation, cancellation or rescheduling of your appointment.

#### Cancellation Policy for Bloomhill Clients

We understand living with cancer or caring for someone who is, can mean that waking up some days makes it difficult to fulfil your appointments.

Should this occur, we ask that you contact us as soon as practicable in the morning to reschedule your appointment.

For cancellations provided 24 hours (or longer) in advance, there is no cancellation fee.

For cancellations provided with less than 24 hours' notice:

- First cancellation: No fee
- Second cancellation: 50% of fee will be charged
- Third cancellation: Full fee

*Please note this may be negotiated on compassionate grounds with our clinical care team.*

#### 'Did not attend' policy

Failing to attend a scheduled appointment without prior notice is what we call a 'Did not attend'. A cancellation fee will be applicable on the 3rd 'Did not attend' without notice. The cancellation fee will be 100% on the scheduled service fee.