

# C055 NOSS Cancellation Policy for short notice cancellation (SNC) or Do Not Attend (DNA)

June 2018



Appointments are offered on the basis of the specific contractual requirements of your organisation:

- that you are offered an appointment as soon as possible following the referral
- that you are seen at a time and place that is convenient to you, *or soonest practical clinic day, as appropriate to your organisation's contract terms and conditions*
- that you are allocated a time limited specific number of sessions to enable effective outcomes for your support and recovery, in your time of need

If you do not give adequate notice to cancel an appointment or fail to attend an appointment, other employees/clients are potentially deprived from having a session that could have been available to them.

We require a minimum of **48 hours' notice** should you need to cancel an appointment. This allows us time to offer the appointment to someone else who may need support.

- If a **cancellation** is made with less than 48 hours' notice this will be deemed as a short notice cancellation and your organisation will be charged the full amount of your SNC – it may also count towards the agreed number of your sessions.
- If you give no notice or **Do Not Attend** your appointment this will be deemed a DNA and your organisation will be charged the full amount of your non-attendance – it may also count towards the agreed number of your sessions.

Employees/clients who fail to attend two consecutive appointments or any three of five consecutive appointments without notice risk being discharged early from the sessions and will need to revisit Occupational Health/HR Department or discuss with their manager to confirm funding is available for them to continue.

**Please Remember** We do understand that there will be times that you are not able to make appointments through no fault of your own however non-attendance or short notice cancellation is counselling time lost and could have been filled by other employees/clients who could have had their sessions sooner.