



THE COMMUNICATION CLINIC

SPEECH PATHOLOGY SERVICES

Cancellation Policy (Commencing October 2019)

We appreciate that you may need to cancel your appointment and we are grateful for as much notice as possible. Please note the responsibilities of clients and The Communication Clinic within this cancellation policy.

Clients responsibilities:

- All appointments through The Communication Clinic are set up with SMS and/or email appointment reminders for two days before the appointment. If you are not receiving reminders, please contact the office to check the details we have on file are correct.
- Please check the 'Too Sick for Therapy document' to determine recommended times before attending therapy, after an illness.
- Notify of an inability to attend appointments as soon as possible (at least 24 hours prior to the scheduled appointment) to avoid a cancellation fee being applied.
- All clients who cancel have the option of completing a phone consultation (during their scheduled appointment time however if the phone consult is not completed at the time of the appointment the cancellation fee will apply). Please notify the clinic if you wish to have a phone consultation.
- Invoices for late cancellation (i.e. less than 24hours notice) will need to be paid prior to continuing intervention. Permission will be sought to claim, from NDIS portal participants, and all other clients will be sent their invoice for payment within 7 days of the invoice issue date.

The Communication Clinic responsibilities:

- SMS and/or email reminders are sent out two days before the appointment.
- Next appointment dates are indicated on the bottom of home practice notes.
- Clients will be notified as soon as possible if a clinician is unable to attend and no charge will be payable if the clinician is unable to attend an appointment. These appointments will be rescheduled where possible.
- We will make reasonable attempts to contact clients that have failed to attend. They will be reminded at this time of The Communication Clinic's policy and the cancellation fee.

- We will make reasonable attempts to contact clients following two short notice (less than 24hours notice) cancellations. Following a third short notice cancellation, within a calendar year, the client will be notified that their regular booking will not be reserved.
- We will keep a record of cancellation fees applied and invoices will be issued with these.
- Short notice cancellations (i.e. less than 24 hours before the appointment time) will incur a charge of 90% of the appointment fee (including travel) for NDIS participants (as per NDIS price guide 1st October 2019) and 50% for all other funded clients.
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Cancellations can be made either in writing to admin@thecommmclinic.com.au, by phone to (02) 49338694 or text message to 0414753437.

I have read the above cancellation policy and understand its contents

Signed by parent/carer/client

Date

Printed Name

Signed by Speech Pathologist

Date

Speech Pathologist Printed name
Member Speech Pathology Australia
CPSP