

Clinic Cancellation Policy

Policy Code: CLI-020**Version:** 5.0**Effective Date:** 15 May 2023

Purpose

This Policy outlines the parameters around confirmation and cancellation of appointments at Endeavour Wellness Clinics nationally and any fees or charges associated with cancellations.

Scope

- All Clinic staff
- All Clinic clients
- All students undertaking clinic practicum subjects

Policy Statement

As part of the College's commitment to ensure optimum availability for Endeavour Wellness Clinics clients and maintain a best practice learning environment for students, **all bookings require at least 24 hours' notice to cancel or change an appointment** regardless of the method of booking.

Cancellation Fees

Any booking that is cancelled within the 24-hour period prior to the appointment date and time will be charged a \$20 cancellation fee. Endeavour Wellness Clinics do not issue refunds for pre-paid appointments cancelled within the 24-hour period prior to the appointment time and date. A rebooking and/or refund may be requested if an appointment is cancelled **prior** to the 24-hour period.

All unpaid cancellation fees that have been charged to a client's account must be paid prior to, or on the day of, the client's next appointment. Endeavour Wellness Clinic reserves the right to refuse any future appointment bookings should payment of cancellation fees not be made.

Endeavour Wellness Clinic reserves the right to terminate a client from attending our clinics should they fail to advise the College of their unattendance. This will be decided on by a case-by-case basis. Please refer to the *Terminating Services to a Clinic Client Policy* for further information.

Rescheduling more than 24 hours prior

All appointment bookings made online, in person, or over the phone may be rescheduled up to 24 hours prior to that appointment time at no additional cost. However, Endeavour Wellness Clinic reserves the right to limit the number of times that an appointment can be re-scheduled. Same-day appointment time changes are not considered to be cancellations and are permitted subject to availability.

Cancellations must be made in person, over the phone or via email at the Endeavour Wellness Clinic where the appointment was originally scheduled. Text messages (SMS) are not considered appropriate ways to cancel an appointment.

No Show

Failure to present for an appointment will be considered a 'No Show' and treated as a cancellation with less than 24 hours' notice. A cancellation fee will be charged to the client's account.

Confirmation of Appointment

Endeavour Wellness Clinics may conduct confirmation calls or SMS text messages 1-2 days prior to an appointment. Regardless of whether a confirmation exchange was received, should an appointment be cancelled within the 24-hour period prior to the scheduled appointment time, cancellation fees will still apply.

Exceptions

Any exception to the application of this Policy must be authorised by a clinic staff member and will be documented on the client's record.

Dissatisfaction

If a client is dissatisfied with the application of this Policy, the client should be referred to the *Quality Feedback Monitor (QFM)* available via the 'Provide Feedback' button on the College's website.

For Stage 1 of the grievance process (Informal Resolution), the Clinic Manager should be involved in all discussions with a dissatisfied client.

Definitions

Client - An individual attending a clinic for treatment by a student practitioner.

Clinic - Also known as a Teaching Clinic. Each physical campus of the College around Australia includes a physical clinic where students treat members of the public for various health issues under supervision of experienced practitioners in the relevant discipline. Clinic sessions for higher education are timetabled in 4 hour blocks and for VET in 3 hour blocks, as part of the relevant clinic practicum subject.

Each clinic is staffed by a Clinic Manager and/or a Clinic Coordinator, along with academic staff working as Clinic Supervisors.

College – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Staff – any person employed by the College to undertake any work on behalf of the College. This includes permanent, temporary and contract staff or external contractors working on an ad hoc basis.

Student – an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Related Procedures

Not applicable

Further Information

Related Policies

Clinic Refund & Return Policy

Terminating Services to a Clinic Client Policy

Related Documents

Clinic Handbook

Guidelines

Not applicable

Benchmarking

Not applicable

Supporting Research and Analysis

Not applicable

Related Legislation

Not applicable

Review and Approval

Policy Author

Clinic Managers, Brisbane, Adelaide & Perth

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations

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Approved By

Managing Director & CFO

Meeting date: 12 May 2023

Policy Status

Revised – full revision to match current practice

Responsibilities for Implementation

- Director of Clinic and Campus Operations
- Endeavour Wellness Clinic Staff
- Student Practitioners

Key Stakeholders

- Chief Financial Officer
- Clinic Clients
- Heads of Department
- Managing Director