



CANCELLATION BY A PANEL MEMBER

PURPOSE

This policy aims to ensure that panel members cancel at a fair and reasonable time to ensure patient safety is always adhered to.

SCOPE

This policy applies to:

- MHR Clients
 - MHR Office Personnel
 - MHR Panel Members
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POLICY STATEMENT

- 1) The panel member must inform the MHR Coordinator / Call Centre of the cancellation:
 - **NIGHT SHIFT** - **At least 3 hours** before the shift starts:
 - o Inform the relevant **MHR Coordinator** during the following office hours:
 - Monday - Friday **08:00 – 16:00**
 - o Inform the **MHR Call Centre** after **16:00** and over weekends and public holidays during the following hours:
 - Saturday, Sunday and public holidays: **04:00 - 22:00**
 - **DAY SHIFT** - **Preferably the previous night, but no later than 2½ hours** before the shift starts.
 - o Inform the relevant MHR Coordinator during the following office hours:
 - Monday - Friday **08:00 – 16:00**
 - o Inform the MHR Call Centre during the following hours:
 - Monday - Friday: **04:00 - 08:00** and **16:00 - 22:00**
 - Saturday, Sunday and public holidays: **04:00 - 22:00**
 - A valid supporting document (if applicable) must be submitted to MHR if a panel member cancels a shift outside the above time frames. For example, if a panel member gets mugged, a police affidavit must be submitted to MHR.

2) MHR will take the following corrective measures should a panel member fail to adhere to the prescribed times above (*except for unforeseen circumstances*):

- **First offence**

- Discuss the Cancellation policy and corrective counselling

- **Second offence**

- Verbal warning

- **Third offence**

- Conduct a disciplinary interview and issue a written warning

- **Fourth offence**

- Disable the panel member's profile on the MHR system and proceed with a disciplinary hearing
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