



CANCELLATION BY A PANEL MEMBER

PURPOSE

This policy ensures that panel members cancel in a timely manner to prioritise patient safety.

SCOPE

This policy applies to:

- MHR Clients
- MHR Office Personnel
- MHR Panel Members

POLICY STATEMENT

1) **ER24 panel members scheduled to work at Events:**

Must cancel their shifts **at least 24 to 48 hours before the event's start date and time**. The absolute minimum notice for cancellation is 24 hours. If the panel member falls ill, they must adhere to the cancellation timelines outlined in point 2 below.

2) Panel members 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 Notify the MHR Service Centre if cancelling night shift **after 16:00**, or on weekends, and during public holidays within the specified hours below:
 - 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 Service 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 must be submitted to MHR if a panel member cancels a shift outside the specified time frames. For instance, if a panel member is a victim of a mugging, a police affidavit must be provided to MHR.

3) 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**

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