



## CANCELLATION OF A PANEL MEMBER

### PURPOSE

The purpose of this policy is to ensure that MHR panel members are cancelled in a fair and reasonable manner.

---

### SCOPE

This policy applies to:

- MHR Clients
  - MHR Office Personnel
  - MHR Panel Members
- 

### POLICY STATEMENT

1) **Cancellation times (Client):** Client must inform the MHR Coordinator or after-hours Service Centre of the cancellation:

- NIGHT SHIFT - **At least 3 hours** before the shift starts
- DAY SHIFT - **Preferably the previous night, but no later than 2½ hours** before the shift starts

2) **Cancellation times (MHR):** MHR Coordinator/Service Centre must cancel the panel member:

- NIGHT SHIFT - **Before 16h45**
- DAY SHIFT - **Before 05h00**

3) **Cancellation Fees Charged (MHR/Client)**

According to the '*Service Level Agreement in respect of temporary nursing services*', the client or MHR will be liable for the following if a panel member is cancelled after the prescribed time confirmed in **Section 1** above:

- LATE CANCELLATION - A cancellation fee equal to **2 hours of the average hourly rate** charged for the specific job description
- ARRIVAL ON DUTY - A cancellation fee equal to **4 hours of the average hourly rate** charged for the specific job description

4) **Panel member cancellation fee enquiries**

Panel members have **30 days** after the cancellation to request a cancellation fee from MHR.

**5) IMPORTANT notice regarding cancellation SMS messages**

**NB:** Panel members must check their cell phones regularly for a cancellation SMS and ensure that their phones are switched on when they are off duty to prevent potential SMS delivery failures. MHR does not take responsibility for SMS delivery failures once the SMS has been released by our server.

---

**ASSOCIATED DOCUMENTS**

Document	Location
Service Level Agreement in respect of temporary nursing services	Secured docs