

Client Attendance & Cancellation Policy

1. Our Commitment to Your Care

Successful voice and upper airway therapy requires consistent attendance and collaborative engagement. When you book an appointment, that clinical time is reserved exclusively for you. Late cancellations and missed appointments not only create gaps in your clinical progress, but they also prevent other clients on our waitlist from accessing timely care.

To protect our clinic's operational capacity and maintain a fair system for all clients, attendance is governed by the rules outlined below.

2. The 48-Hour (2 Clear Business Days) Notice Rule

If you need to cancel or reschedule an appointment, we require a minimum of **48 hours (2 clear business days)** notice prior to your scheduled appointment time.

- **Automated Reminders & How to Cancel:** To help you manage your schedule and ensure you have ample time to provide notice, we send automated appointment reminders via email and **SMS four (4) days prior** to your scheduled session. If you need to make a change, you can easily reschedule your appointment independently using the secure link provided in your appointment confirmation and reminder emails. Alternatively, you can notify us by calling our clinic, emailing us, sending a text, or simply replying "N" to your SMS reminder.
- **Cancellations with MORE than 48 hours' notice:** No fee applies.
- **Cancellations with LESS than 48 hours' notice:** Will automatically incur a Late Cancellation Fee equal to 100% of the scheduled consultation rate.
- **No-Shows (Failure to attend without notice):** Will incur a No-Show Fee equal to 100% of the scheduled consultation rate.

Funding Specifics:

- **Medicare & Private Health:** Under statutory Australian health regulations, cancellation and late fees cannot be processed through Medicare or your private health fund. The client must settle this fee entirely out-of-pocket.
- **NDIS Participants:** Jenla Voice will claim the agreed session fee from your NDIS plan allocation if this 2-day threshold is breached, provided the clinician cannot reallocate the time slot or engage in alternative billable tasks for your benefit.

- **Third-Party Insurers (DVA, WorkCover, MAIC/CTP):** Statutory insurers do not cover the cost of missed appointments. If you fail to attend, accountability for the outstanding balance reverts to you, and an out-of-pocket invoice will be issued directly.

3. Infection Control & Sickness (The Telehealth Pivot)

The health and safety of our community is our highest priority. If you are experiencing contagious symptoms (e.g., fever, continuous cough, or acute respiratory infection), you must not attend the clinic in person.

- **The Telehealth Pivot:** If you are mildly unwell or infectious but still feel physically well enough to participate in therapy, we strongly encourage converting your in-clinic appointment to a Telehealth consultation. This can be done at no additional cost and completely avoids any late cancellation fees.
- **Fee Waiver for Acute Illness:** We understand that sudden, severe illness or medical emergencies occur. If you must cancel with less than 48 hours' notice due to acute illness and cannot participate via Telehealth, the Principal Clinician may, at their absolute discretion, waive the Late Cancellation Fee.

4. Frequent Cancellations & Discharge

To ensure continuity of care and effective waitlist management, the practice actively monitors attendance. If a client has two (2) consecutive No-Shows or three (3) frequent cancellations, the Principal Clinician will review the client's file. The practice reserves the right to discharge the client from the active caseload and refer them back to their referring medical specialist if poor attendance is compromising their therapeutic outcome.

5. Practice-Initiated Cancellations If your clinician is unwell or an unavoidable emergency occurs, Jenla Voice will provide as much notice as possible to reschedule your appointment or offer a Telehealth alternative. No fees will ever apply to practice-initiated changes.

JENLA VOICE THERAPY

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