



## Callout and Cancellation Policy

### **Includes: Weekends, Holidays, and during Non Business Hours**

This message is intended to inform all parties of our Healthcare Professional Call Out and Cancellation procedures and policies.

When Calling Out or Canceling a shift the Healthcare Professional *must complete* the following actions:

#### **Within 24 hours -**

1. Call the Facility Supervisor or Administrator and explain the reason for canceling. **If there is no answer at the facility, you must continue to call until someone is reached or you can leave a message.**
2. Email the point of contact at the Facility and explain reason for canceling (cc: [clientcare@staffontap.org](mailto:clientcare@staffontap.org))
3. Cancel the shift on your Dashboard immediately
4. If calling out sick or with an emergency, a doctor's note or proof of COVID test, illness, or hospital visit is required. *This also applies to leaving a shift early.*
5. Should a Healthcare professional need to leave a shift early, they must get approval in writing and a time card signed. **If they do not get approval in writing, no payment will be authorized.**

#### **More than 24 hours in advance -**

1. Cancel the shift on your confirmed Dashboard immediately

#### **On Holidays, Weekends, or during Non-Business Hours -**

Calling Out or Canceling within 24 hours of a Weekend or Holiday shift, or during Non Business Hours, without a legitimate emergency, will result in *immediate suspension*.

*If calling out due to illness or emergency, a doctor's note with proof of positive COVID test, illness, or hospital visit, including time and date, is required.*

#### **General Callout and Cancellation Policy**

After 2 callouts or cancellations in one month, StaffOnTap advises the Facility to no longer book the Healthcare professional, however it is up to the Facility's discretion whether or not they choose to do so. StaffonTap reserves the right to suspend a Healthcare professional account for excessive callouts or cancellations for any reason.

- Call out ratios are reflected in the Healthcare professional profile, which is visible to Facilities. Callout ratios may not exceed 20% (example: if the Healthcare professional calls out 2 of 10 scheduled shifts, their callout rate would be considered 20%.) StaffonTap reserves the right to suspend or terminate Healthcare Professionals for any reason, if a callout ratio exceeds 20%.

### **Suspensions -**

- Suspensions can be 2 weeks or up to 30 days.
- After 30 days, the account will be reviewed by the StaffonTap team for reactivation. If reactivated, the Healthcare professional must have a conversation with Client Care to review policies before being allowed to pick up shifts again. Callout Ratio will be reset after 30 day suspension.
- After (2) 30 day suspensions, StaffonTap reserves the right to terminate the account.

### ***\*Weekends, Holidays and Non Business Hours are defined as follows:***

*Weekends = all shifts starting 3pm Friday through 11pm Sunday*

*Holidays = all holidays*

*Non Business Hours =*

*Weekdays: 5pm - 7am*

*Weekends: 5pm Friday - 7am Monday*

### **If a Facility Cancels a shift within 24 hours**

- **If the Facility forgets to cancel a Confirmed shift, and the Healthcare arrives for said shift; OR if the facility cancels within 24 hours of the start of the shift, the facility will be responsible for full payment of the scheduled shift.**
- To be paid for a canceled shift, the Healthcare professional must:
  - o **if the shift is canceled upon arrival:** submit a timecard per the usual process and write "canceled" in the signature field.
  - o **if notified of a cancellation before arrival:** an email must be sent to [Billing@staffontap.org](mailto:Billing@staffontap.org) letting them know the shift details and that a cancellation has occurred.

***This process must be followed for payment to be authorized.***

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