

OHA SOLUTIONS STAFFING PROGRAM CANCELLATION POLICIES
Updated: January 2019

PER DIEM ORDERS

Before Assignment

Cancel by Hospital

1. Must be 2 hours prior to start of shift

Cancel by Agency

1. Must be 2 hours prior to start of shift —

2. No Call/No Show —

During Assignment

Cancel by Hospital

1. Reduction of hours of assignment

2. Poor performance, not qualified, etc.

3. Cancellation based on low census/budget restraints

Cancel by Agency

1. If agency terminates assignment —

LONG TERM ORDERS

Before Assignment

Hospital Cancel

1. May cancel up to 2 weeks prior to start of assignment

Agency Cancel

1. May cancel up to 2 weeks prior to start of assignment —

2. If cancellation within 2 weeks to start of assignment —

During Assignment

Hospital Cancel

1. May cancel one full shift per 2 week period not per an accumulation of hours

2. Within first two weeks: Poor performance, not qualified

3. May cancel based on low census or budget restraints

Agency Cancel

1. If agency terminates assignment —

CONSEQUENCE

Agency can take a credit of 2 hours

Hospital can take a credit of 2 hours

Hospital can take a credit of half the number of hours the shift was scheduled for

Hospital must pay for hours worked or half the number of hours the shift was scheduled for, whichever is greater

Must pay for the number of hours worked

Must document in application

No penalty, if all scheduled shifts are fulfilled and no new orders are placed

OR, transfer to like patient care area

Must work to find a replacement to confirm

No penalty

No penalty

Must work to find a replacement to confirm

Must pay the cost of a replacement for one week or negotiate a credit on future orders

Must offer opportunity, if available, to float to like unit

Must pay for cancelled shifts beyond allowed 1 cancelled shift

Must pay for hours worked

Must document in application

No penalty

Must work to find a replacement to confirm

Must pay for the cost of a replacement for up to 2 weeks or negotiate credit

Do NOT assume there are Guaranteed Hours.

Cancellations must be documented in the ShiftWise application.

Call OHA Solutions with concerns: 614-221-7614