

MAGNETIC DIAGNOSTIC RESOURCES

TITLE: **Appointment No-Shows**

POLICY NUMBER: **MDR-ADM-01**

ISSUE DATE: **06/2018**

LAST REVISION DATE: **01/2020**

POLICY:

It is the policy of Magnetic Diagnostic Resources of CNY (MDR) to monitor and manage appointment no-shows. Any patient who fails to arrive for a scheduled appointment without canceling the appointment within 24 hours prior to the scheduled time is considered a “no-show” patient. A no-show patient is charged a \$50 fee as established by the MDR management team for failure to show and will be reported to the patient’s referring physician. This fee may be required to be paid prior to scheduling further appointments.

PROCEDURE:

- I. A patient is notified of the no-show policy at the time of initial registration and when the appointment is confirmed. The no-show policy is provided in writing upon patient’s arrival by request and verified by patient’s signature. The policy is also displayed on MDR’s website and in waiting room.
- II. Reception will update status to “no-show” in RIS when a patient does not show up for their appointment or cancels within 24 hours prior to the scheduled appointment.
- III. The patient’s referring physician is notified of no-show appointment.
- IV. A *No Show Notification* will be mailed to patient by location within 24 hours of missed appointment. The patient will be given 10 days to reschedule.
- V. Patient information will be logged into *MDR No Show Reporting Form*.
- VI. *MDR No Show Reporting Form* to be sent via Teams to Clinical Supervisor every Monday.
 - a. Clinical Supervisor responsible to notify MMRI to bill patient.
- VII. Patients that miss two or more appointments will not be rescheduled without management approval.