

CRA MEDICAL IMAGING

TITLE: Appointment No-Shows

POLICY NUMBER: CRA-ADM-01

ISSUE DATE: 01/2024

LAST REVISION DATE:

POLICY:

It is the policy of CRA Medical Imaging (CRA) to monitor and manage no-shows and cancellations of scheduled appointments. Any patient who fails to arrive for a scheduled appointment without canceling the appointment within 24 hours before the scheduled time is considered a “no-show” patient. A no-show patient is charged a \$50 fee as established by the CRA management team for failure to show up and will be reported to the patient’s referring physician. This fee may be required to be paid before 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 the patient’s arrival by request and verified by the patient’s signature. The policy is also displayed on the CRA website and in the waiting room.
- II. Reception will update the status to “no-show” in RIS when a patient does not show up for their appointment or cancels within 24 hours before the scheduled appointment.
- III. The patient’s referring physician is notified of a no-show appointment.
- IV. Patients who miss three or more appointments will not be rescheduled without management approval.