Standard Operating Procedure: Study Cancellations/No shows

Background: There are times when exams are cancelled due to several different circumstances or the participant is a no show. A written policy is necessary to specify what will happen when these cancellations/no shows occur and how a study will be charged/billed as a result of a cancellation/no show.

Purpose: Determine how to bill/charge a study when a cancellation or no show occurs based on circumstances surrounding the event. Define different circumstances for cancellations/no shows and amount that will be charged (if any) for each circumstance. Having an established outline of how to handle cancellations will maintain a standard for scheduling and cancelling exams, and hold personnel involved with studies accountable while at the same time allow the Research Core to be good stewards of the departmental budget and staff work hours.

Process:

Cancelations

To avoid penalty fees:

- Cancellations must be submitted 48 hours in advance using the website imagingcore.sites.virginia.edu. (Please put CANCEL in the comments field)
- Cancellations made between 24 and 48 hours of the scheduled time of examination will be charged a 50% cancellation fee for the scheduled hardware; cancellations made within 24 hours of the scheduled time of examination will be charged in full.
- Study teams will confirm consent has been obtained prior to scan in the imaging core system (see instructions for this process on the uva radiology research webpage: https://med.virginia.edu/radiology-research/imaging-services/standard-operating-procedures/.)
- Study teams will provide the scan ID and subject ID to all participants prior to day of scan to allow research imaging core staff to verify identification within the imaging core system prior to scanning.
- Examples of cancellations that are subject to a penalty fee include, but are not limited to:
    - PI/study team-initiated cancellation
    - Subject no shows
    - Failure of study team to verify consent obtained in the imaging core calendar prior to scan date/time.
    - Failure of study team to provide scan ID and subject ID to participant for identification by imaging technologist.
    - Cancellation of a scan for an individual who has not been properly pre-screened for MRI and is subsequently found to have a contraindication to undergoing an MRI. Please use the MRI screening form as a guide, which can be found at the website below:

https://med.virginia.edu/radiology-research/wp-content/uploads/sites/229/2015/10/MRI-Screening-form-09-10-14final.pdf

- No charge will be applied to cancellations in the following circumstances:
    - Participant declines the examination at the time the study commences. (Example—Participant is claustrophobic).
    - Subject is ill and unable to come for the examination
    - Cancellation is due to inclement weather
    - Cancellations resulting from malfunctions of hardware or unavailability of staff due to illnesses or other unplanned absences. In these circumstances, a discount of $100 will be applied to future rescheduling of the examination that was cancelled.
    - Unanticipated animal loss
    - Unanticipated lack of availability of veterinary support staff

Delays

- Delays in starting study procedure of 30 minutes or more after the scheduled appointment time may result in cancellation of the scan and a full charge to the project in the amount outlined within the "MRI Scanner Access and Utilization" policy. Scan cancellation will be at the discretion of the area operations manager and/or core director.
- Examples of delays that are subject to a penalty fee with possible cancellation of the scan include, but are not limited to:
    - Subject arriving late to the examination. (Note: the study PI and their staff are responsible for ensuring subjects are provided adequate directions to the imaging waiting area and are instructed to arrive promptly).
    - Inaccurate participant information provided in advance or at the time of the scan.
- This policy does not apply to cases delayed by contracted hospital technical staff being late due to emergent clinical case needs.

- For questions, please call 434-982-2585 or send an email to RadiologyImagingCore@virginia.edu

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