

Protocol for Appointment No-Shows

Purpose: It is the policy of St Joseph's Imaging Associates, PLLC (SJIA) 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 SJIA 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: 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 SJIA's website and in waiting rooms.

Reception will update status to "no-show" in RIS by flagging the patient chart when a patient does not show up for their appointment or cancels within 24 hours prior to the scheduled appointment.

The patient's referring physician is notified of no-show appointment.

Patients that miss three or more appointments will not be rescheduled without management approval.