

BWH Radiology Documentation

Document Number

1.2SOP

Title		
BWH Research Imaging Core – Cancellation and No Show Policy		
Document Type	Revision Code	Page Number
Standard Operating Procedure		1 of 3
PRESUMES PRACTITIONERS KNOWLEDGE OF: (title)	SPECIAL NOTES	
	ABSOLUTE CONTRAINDICATIONS: N/A EXPOSURE: N/A PROTECTIVE EQUIPMENT: N/A PATIENT/FAMILY EDUCATION MATERIALS: N/A EQUIPMENT: N/A	

1.0 PURPOSE

- 1.1 To provide guidelines on operational procedures if an imaging exam scheduled in the research Percipio system is not performed due to a no-show or cancellation.

2.0 SCOPE

- 2.1 All research imaging scheduled through the research instance of Percipio and billed through the Imaging Core.

3.0 RESPONSIBILITIES

- 3.1 Administrative Coordinator MRI Research – Responsible for all scheduling and cancelling of research exams in research Percipio
- 3.2 MRI Manager/Chief Technologist – In charge of MRI equipment in specific locations throughout BWH used in the Imaging Core. Keeps track of the daily schedule of exams at the MRI scanner at their location.
- 3.3 BWH Imaging Core Manager – Responsible for all operational aspects of the Imaging Core, including billing.
- 3.4 Clinical MRI Physics Committee – Responsible for approving MRI research policies and procedures.
- 3.5 Research Administration – Vice Chair of Research and Administrative Director of Radiology Research, responsible for overseeing and enforcing MRI research policies and procedures.

4.0 DEFINITIONS

- 4.1 N/A

5.0 POLICY / PROCEDURE

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- 5.1 Researchers must give, at least, a 24-hour notice to cancel a scheduled exam by notifying the Administrative Coordinator.
- 5.2 Groups who must cancel with less than 24 hours notice must alert the Administrative Coordinator, and the MRI Manager so they can let others know that the scan time slot will be open.
- 5.3 Groups who cancel with less than 24 hrs notice may be billed for the entire block of time. Exceptions to this rule include last minute subject cancellations or emergencies. In these cases, an email must be sent to the Administrative Coordinator and the BWH Imaging Core Manager – with the reason for the last minute cancellation.
- 5.4 Two or more no-shows or last minute cancellations will result in the inability to schedule for several weeks at the discretion of Research Administration and the Clinical MRI Physics Committee.

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