

York MRI Facility

Standard Operating Procedure #71-01
Last Updated: 01 Dec 2016

York MRI Facility Cancellation/ No Show Policy

The York MRI Facility has some of the lowest cost scan time in the GTA. As the MRI schedule becomes busier, it is important to make every attempt to respect booked time. Cancellations are sometimes unavoidable and unpredictable, but are a reality and are costly to both the facility and to investigators. The facility works hard to accommodate the scheduling needs of our investigators, thus, our goal in communicating our cancellation/ no-show policy is to avoid unexpected charges from occurring.

The cancellation/ no-show policy for the York MRI Facility is as follows.

1. 24 hours notice is required to cancel a time slot.
 - a. If the Facility has not received 24 hours notice, the appropriate principal investigator will be billed in full for the scan session.
 - b. Imaging slots booked within 24 hours of the available time may be cancelled without penalty.

2. An investigator may transfer their scan time to another study or investigator but must notify the MRI Technologist with at least 24 hours notice.
 - a. Failure to notify the MRI Technologist may result in the loss of scan time and subsequently being billed for the session.
 - b. Time slots may be transferred with less than 24 hours notice, with notification and approval of the MRI Technologist. Any non-transferred portion of the originally scheduled slot will be billed to the principal investigator.

3. A participant No-Show will result in a \$100 Technologist fee for every hour booked. The Investigator must be present in the MRI control suite to be considered a No-show.