

York MRI Facility

Standard Operating Procedure #71-01
Last Updated: 27 Nov 2018

Cancellation / No Show Policy

1. Introduction

- 1.1. The 3T MRI scanner at the York MRI Facility is used primarily for in-vivo studies of human and animal structure and function. These studies include assessment of cognitive function and vascular dynamics, metabolism and physiology in normal and research patient populations. The facility resources are available to peer-reviewed grant funded scientific collaborators with appropriate Review Ethics Board protocols in place, see SOP #20-01 "New Protocols and Ethics Procedures".
- 1.2. 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 strives 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.
- 1.3. The cancellation/no-show policy is periodically discussed and adjusted by the fMRI Business Planning Committee.

2. Cancellation / No Show Policy

- 2.1. 24 hours notice is required to cancel a time slot.
 - 2.1.1. If the facility has not received 24 hours notice, the appropriate principal investigator will be billed in full for the scan session.
 - 2.1.2. Imaging slots booked within 24 hours of the available time may be cancelled without penalty.
- 2.2. An investigator may transfer their scan time to another study or investigator but must notify the MRI Technologist with at least 24 hours notice.
 - 2.2.1. Failure to notify the MRI Technologist may result in the loss of scan time and subsequently being billed for the session.
 - 2.2.2. 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.
- 2.3. A participant No-Show will result in a \$100 Technologist fee for every hour booked.
 - 2.3.1. The investigator or research support personnel must be present at the York MRI Facility and ready to proceed with the scan, in order for the situation to be considered a No-Show.