

Clinical Operations Policy 612

Limitations to Scheduling Patients for Diagnostic Services

Effective Date: August 18, 2022

Supersedes Date: August 19, 2012

Review Date: May 2026

Policy: Patients with a history of absences or a delinquent account with the Memphis Speech and Hearing Center will not be re-scheduled for diagnostic appointments.

Procedure:

I. Missed Appointments

- a. Patients will not be rescheduled for diagnostic appointments if they fail to show for the appointment. The Patient will be added to an on-call list and will have an opportunity to schedule for the following semester. The Practice Manager may make this determination.
- b. No-show and attendance policies for therapy and diagnostic evaluations can be found in Policy Clinical Operations 202 Discharge and Follow-Up from Therapy Services and Policy Business Office Operations 406 No Show.

II. Outstanding Balance

- a. Patients will not be scheduled for diagnostic or therapy appointments when the Billing Coordinator determines that the Patient has an outstanding balance from a previous semester. The Patient may arrange a deferment plan with MSHC.