

APPOINTMENT POLICY

When you schedule a radiology appointment with University Radiology, we set aside a specific exam time slot just for you. If you are unable to keep your appointment, it is important that you inform our office in a timely manner. This notification gives University Radiology enough time to offer and schedule other patients who are awaiting an appointment with us.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you were charged a no show fee due to an extraordinary situation that prevented timely notification, please call the phone number listed on our billing statement for assistance.

Cancellation/no-show policy for imaging appointments

If you need to cancel your scheduled appointment at University Radiology, please notify us at least 24 hours in advance. Some exams, such as PET scans may require earlier notification. Radiology appointments are in high demand, and your prompt cancellation will give another person the possibility to have access to timely medical care.

If you do not cancel your appointment with proper notice, you may be charged a no-show fee. Your insurance company will not cover this fee as they will only consider covering costs for services that were actually rendered.

Missed appointment fee schedule

First missed appointment

\$75.00 fee on all modalities excluding X-ray & PET scan tracer(s)

Second missed appointment

\$75.00 fee on all modalities excluding X-ray & PET scan tracer(s)

Third missed appointment

\$75.00 fee on all modalities excluding X-ray & PET scan tracer(s)

PET scans: Patient may be billed directly for the cost of the tracer in addition to the \$75.00

*Three [3] or more no-show appointments may result in termination from our practice.

Account balances

Any no-show fee that remains unpaid will be collected prior to the patient's next visit.

If you have questions about your bill or would like to make a payment please call our billing department at 732-390-0040.

FAQ

Does University Radiology send out appointment reminders?

We will make our best effort to send reminder messages to our customers of their upcoming appointments. If we have your email and/or cell phone number on file, we will send you several reminder notifications.

Keep in mind, if you have previously opted out of our electronic communications, you may not receive these reminders.

I am unable to make my appointment. How do I cancel or reschedule my appointment?

To cancel or reschedule your appointment, please call the University Radiology Scheduling department @ 732-390-0033.

Our scheduling department is available:
Monday – Friday 8am to 6pm and
Saturdays from 8am – 12pm.
After regular business hours you may leave a voicemail to cancel your exam.

You may also cancel/reschedule your appointment on-line by signing into our scheduling portal @ <https://urg.opendr.com>

What is a “no-show”?

No-show is any patient who fails to arrive for a scheduled appointment without providing prior notice of cancellation.