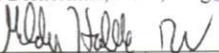


 The Transplant Institute METHODIST DALLAS Methodist Dallas Medical Center	Title: Unable to Contact/No Show/Cancellation Policy	Effective Date: 11/2025
	Section: Kidney and Pancreas	
Approved by:  Jose Castillo-Lugo, M.D., Medical Director Kidney Transplant		Revision Date(s):
 Richard Dickerman, M.D., Surgical Director Kidney Transplant		Next review Date: 11/2028
 Melody Holden, Director, Clinical Operations		

Purpose: Transplant candidates are expected to participate in their care by communicating with transplant staff and attending appointments as scheduled.

Policy:

Telephone Contact:

- 1) Patients are contacted via phone for prescreening and/or to schedule appointments.
- 2) Primary phone numbers, additional contact numbers provided by the patient and dialysis center staff (if applicable) will be used as additional contact methods.
- 3) If unable to contact with the patient after attempts on two separate occasions, a letter will be sent to patient informing them that they have 30 days to contact our office. If no response from the patient in the 30-day timeframe, their case will be inactivated for transplant.

Attending Appointments:

- 1) Patients that no-show or cancel on the same day for their transplant evaluation appointments two or more times will be presented to the transplant committee for inactivation due to noncompliance.
- 2) Exceptions would be that the patient is hospitalized. Other exceptions will be reviewed on a case-by-case basis.
- 3) Patients will be informed of this policy during the intake and/or scheduling of their appointments.