SCH SOP 8.002 – Cancellation Policy

Document Controls

Version: 3
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Signature:

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Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Effective Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>April 30 2015</td>
<td>Created SOP to outline the steps of cancelling study visits at the Center for Clinical Investigation within the Harvard Catalyst online scheduling system.</td>
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<tr>
<td>2</td>
<td>November 30 2015</td>
<td>Reason for revision/what was updated.</td>
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<tr>
<td>3</td>
<td>July 27, 2016</td>
<td>Content and format updated based on the review of the CCI Operations Manager.</td>
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<td>3</td>
<td>September 6, 2018</td>
<td>Sop review- no changes made.</td>
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Purpose

The purpose of this SOP is to outline the steps of cancelling study visits at the Center for Clinical Investigation (CCI) within the Harvard Catalyst online scheduling system.

Scope

This SOP applies to study coordinators that are utilizing the CCI for ongoing studies.

Responsible Personnel

Research Coordinator – Responsible for cancelling appointments via the Harvard Catalyst Scheduling System, creating an overbook if canceling an appointment within the next 24 hours, and notifying the appropriate functional teams.

References

N/A

Definitions

N/A

Equipment & Materials

1. Scheduling Support Webpages
2. Harvard Catalyst Scheduling System

Standard Operating Procedure

1. For cancellations occurring within 24 hours before the scheduled appointment time, the appointment must be cancelled by the research coordinator via The Harvard Catalyst Scheduling System: https://hccrc-bwh.partners.org/scheduler/appt_calendar.html
2. A follow up overbook cancellation for cancellations occurring within 24 hours before the scheduled appointment time is also required.
   a. Submit the online form titled “Cancellation” which can be found here: http://cci-webservices.dipr.partners.org/modify_appointment/
      i. Fill in the following information:
         Protocol Number
         Unit—please choose one: ACC, CTC, 9A/B
         Patient’s Legal Last Name
### Special Notes

N/A

### Allowable Exceptions

N/A

### Attachments

N/A

3. Research coordinator will be responsible for contacting the unit and resource managers.

Patient’s Legal First Name  
Scheduled Appointment Date  
Time  
Visit Template Name  
Coordinator’s Name  
Phone Number  
Email Address  
Reason for Cancellation