



SCH SOP 8.002 – Cancellation Policy

**Document Controls**

**Version:** 3  
**Authors:** Joyce Clark  
**Approved by:** Hermine Osseni, CCI Operations Manager

**Signature:** 

**Approval Date:** 09/07/2018  
**Effective Date:** 09/07/2018

**Version History**

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



## Purpose

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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

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

## Responsible Personnel

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**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

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N/A

## Definitions

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N/A

## Equipment & Materials

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1. Scheduling Support Webpages
2. Harvard Catalyst Scheduling System

## Standard Operating Procedure

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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](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/](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



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

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

## Special Notes

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N/A

## Allowable Exceptions

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N/A

## Attachments

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N/A