

Center for Clinical Investigation

Standard Operating Procedure

Standard Operating Procedure: Cancellation

Document Controls

SOP	SCH-8.002
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Signature	
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Version History	Effective Date	Description
1	April 30, 2015	Combined ACC & CTC
Choose #	[Select Date]	Describe reason for new version.
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Purpose

To outline the steps of cancelling study visits at the Center for Clinical Investigation (ACC) within the Harvard Catalyst online scheduling system.

References

N/A

Scope and Responsible Personnel

Research coordinators using CCI resources

Allowable Exceptions

N/A

Equipment

N/A

Standard Operating Procedure

For cancellations occurring within 24 hours before the scheduled appointment time, please cancel the appointment via The Harvard Catalyst Scheduling System https://hccrc-bwh.partners.org/scheduler/appt_calendar.html

In addition, the CCI Policy requires a follow up overbook cancellation for cancellations occurring within 24 hours before the scheduled appointment time.

1. Please submit the online form titled “Cancellation” which can be found here:
http://cci-webservices.dipr.partners.org/modify_appointment/
2. 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.