

**Policy #**  
8.003

**Title**  
Cancellation (within 48 hrs)

**Effective Date:**  
02/25/2014

## **PURPOSE**

To outline the steps of cancelling study visits in the Catalyst online Scheduling system.

## **STANDARD OPERATING PROCEDURE**

**For cancellations occurring more than 48 hours before the scheduled appointment time, please cancel the appointment via The Harvard Catalyst Scheduling System.**

For cancellations occurring *less than 48* hours before the scheduled appointment time:

1. Please submit the online form titled “Cancellation (within 48 hrs)” which can be found here:  
[http://cci-webservices.dipr.partners.org/Cancel\\_Late/Cancel.html](http://cci-webservices.dipr.partners.org/Cancel_Late/Cancel.html).

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**  
**Coordinator’s Name**  
**Email Address**  
**Comments (Optional)**

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

## **RESPONSIBLE DEPARTMENT**

Brigham and Women’s Hospital’s Center for Clinical Investigation’s Administration is responsible for this policy.

## **DATE ISSUED**

**Issue Date:**

**Written By: Joyce Clark  
Ali Wagner**