

Title: Cancellation and "No Show" Incidents

Number: AD07-02.05

Date Approved: June, 2007

Date Revised: October, 2010

Purpose: To establish the CCIR cancellation and "No Show" policy.

Policy:

When a scheduled CCIR resource is cancelled, the research project team/coordinator is responsible for updating the schedule, as soon as possible. This can be done by contacting the CCIR Receptionist (747-2300) or the lead Technologist for the modality that is being cancelled. Ideally, cancellations should be made at least 48 hours in advance of the scheduled service. When a research study does not cancel in advance and does not utilize a scheduled resource, a "no-show" will be recorded for that study, with an understanding that some situations "no-shows" are not the fault of the investigator.

"No-shows" will be monitored closely. Repeated abuse of the cancellation policy may result in more restrictive scheduling requirements to be placed upon the investigator. Investigators will be given a warning for the first "no-show"; subsequent no-shows will be subject to billing the full amount of the scheduled service.