

**MEDICAL SIMULATION CENTER
CLINICAL SKILLS EDUCATION CENTER
LOMA LINDA UNIVERSITY**

CATEGORY: OPERATIONS

SUBJECT: Cancellations

REFERENCE: 2.2

REVISED: 02/23

REVIEWED: 02/23

FORMULATED: 08/07

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Untimely cancellations impact staff time and prevent other potential learner groups from utilizing the MSC and CSEC educational resources. To maintain the overall productivity of the center, charges shall be incurred for the following:

1. Any group that does not show for their event will be billed for their session in its entirety.

2. LLUH Schools and Departments:

Cancellations or changes of scheduled events must be received no later than 7 calendar days of scheduled event. Cancellations or changes not received within required time frame will be charged the following cancellation fees:

- a. An administrative charge of \$100 per cancelled event
- b. Standardized patient costs for training and/or cancelled event will be billed in its entirety.
- c. Additionally, if the event takes place but there is a reduction in the number of event hours without giving 7 calendar days notice, the standardized patient costs will be billed in its entirety based upon the more expensive originally requested event.
- d. If the event takes place but there is a reduction in the number of rooms, or number of learners, the event will be billed at the original, more expensive scheduled room and learner rate.

3. Any group that is in violation of the Scheduling Process (Policy 2.10) is subject to MSC and CSEC driven cancellation. Violations include, but are not limited to:

- a. For CSEC: Session administrative/educator staff did not meet with CSEC staff to provide required final information (including names of participants and case information) at least 2 weeks prior to event.
- b. For MSC: Educator has not attended the required educator training and/or a dry run has not been completed 2 weeks prior to scheduled simulation.

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4. Community Groups:

Non-LLUH groups will be billed in entirety for any session not cancelled prior to 7 calendar days of the scheduled event. Any rescheduling or change from the standardized patient request form made less than 7 calendar days from the scheduled event will result in the group being billed for the full, original cost of the standardized patient.