

Task Analysis for Cancelling Center Appointments

1. Email centeradmin@coloradobehavior.com and schedule_center@coloradobehavior.com notifying us of last minute cancellation, including reason for cancellation.
2. ***IMPORTANT*** Enter all affected appointments in Rethink that need to be cancelled. This step must be completed before step 3.
 - a. Example: If you are scheduled with AaBb (client initials) 9am-12pm and AaCc (client initials) 12pm-4pm on the day you are cancelling, this needs to be entered in Rethink
3. Submit a [Center Cancellations/Daily Changes form](#) (link below) found on the website under STAFF RESOURCES:
 - a. If out multiple days, only one form is needed.
 - b. If **step 2** is not completed, we will not be able to cancel your appointments, so **step 2 MUST be completed PRIOR to submitting a form**
 - i. Failure to follow these steps on a consistent basis will result in disciplinary action, as this puts on a delay on scheduling and billing

Links:

[Center Cancellations/Daily Changes form](#)

https://forms.office.com/Pages/ResponsePage.aspx?id=fL_kAwtvqkKt1lOlVMSzqIYGaHPd55LhthdEXXO87ZUNkFMWFQ4SVFWR0E0QUtRSUIXUFJWVE0RC4u