



Joint Commission International Accreditation and Certification Policies
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Postponement and Cancellation Policies

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Postponement and Cancellation Policies

Postponement of a Survey

An organization may postpone a survey that has already been scheduled without penalty or damages when one or more of the following situations occur:

- A natural disaster or another major unforeseen event that totally or substantially disrupts operations
- A major strike that causes the organization to stop accepting patients, cancel surgery and/or other elective procedures, and transfer patients to other organization
- Patients, the organization, or both are being moved to another building during the dates of the scheduled survey

JCI accreditation reserves the right to conduct an on-site survey if the organization continues to provide patient care services under any of the above circumstances. Prior to postponing a scheduled survey, it is recommended that hospitals contact JCI accreditation at jciaccreditation@jcrinc.com.

JCI accreditation understands that hospital operations may need to be modified to accommodate construction and temporary disruptions in service. These situations are expected as part of managing hospitals and do not require postponement of a scheduled survey.

If a hospital postpones the survey thirty (30) or fewer days prior to the first date of the survey for reasons other than those previously stated, JCI accreditation will require payment of all direct costs associated with the cancellation plus a cancellation/postponement fee of USD \$500. If a hospital postpones the survey more than once after the survey dates are confirmed via e-mail by JCI accreditation, JCI accreditation will require a rescheduling fee of USD \$500. This fee will increase by USD \$100 for each postponement request

In rare circumstances, JCI accreditation may, at its discretion, approve a request to postpone a survey for an organization not meeting any of the criteria described above. In such cases, JCI accreditation may charge the organization a fee to defray costs for airline cancellation penalties and other JCI accreditation administrative costs.

Cancellation of a Survey

JCI accreditation or an organization may cancel a survey without penalty or damages when events such as acts of God, wars, terrorism, or other similar emergencies or other circumstances make it impossible, illegal, or unreasonable to go forward with a survey. provided notice of the event requiring cancellation is communicated in writing as soon as practically possible. Further, JCI accreditation may follow the advice of relevant ministries and agencies concerned with evaluating political, military, and public health circumstances with regard to scheduling surveys.

Cancellation due to any of the reasons cited above must be communicated in writing as soon as practically possible. If the organization cancels the survey 30 or fewer days prior to the start date of the survey for any reason or reasons other than those stated above, JCI accreditation will require payment of fees to recover JCI accreditation's administrative costs and the airline travel cancellation fees. In the event that JCI accreditation cancels the survey for any reason or reasons other than those previously stated, JCI accreditation does not charge the organization a fee.