

Michigan Clinical Research Unit (MCRU) Scheduling Guidelines

Purpose: The purpose of this policy is to define and communicate standards associated with MCRU participant scheduling. Adhering to the standards will ensure consistency, and will support our ability to meet the needs of the participants, and study teams.

Scope: MCRU-CVC, MCRU 2U, MCRU-Dominos Farm (DF)

MCRU General Scheduling Guidelines:

- All scheduling requests must be entered into the scheduling portal
- Direct all scheduling questions to the Scheduling Coordinators for the location requested; their contact information is listed below.
- Best practice; enter your request into the portal. If there is a question of availability someone from the scheduling team will contact you.
- Please be advised that schedule requests outside of these guidelines will be directed to the Scheduling Coordinators, as they are best suited to assist you.
- All requests made before noon will most likely be processed within 24 business hours.

MCRU-CVC Scheduling Line: 734-763-7363 (Rachel Hackney)

MCRU-DF Scheduling Line: 734-998-7099 (Deb Chambers)

Participant Scheduling:

Outpatient Appointments: Have a noon cut-off the business day before the appointment request.

MCRU2U-CVC (Pre-Scheduled, Walk-In and Just-In-Time) Service: M-F 8am – 4:00 pm. Service must be complete and to the MCRU lab by 4:30pm.

MCRU-Dominos Farm’s Lobby M: 8 am-4:30 pm Monday - Friday. MCRU2U services are available at our DF site. It is necessary to pre schedule all MCRU2U appointments with the DF MCRU location code in the Scheduling Portal. Please note Just in Time MCRU2U services are not offered at this location

Extended Stay Appointments: Require 14 days’ notice and are offered on rotating schedule. Please check the calendar in the Scheduling Portal for availability. Changes to the schedule due to holidays/special circumstances will be reflected in the portal calendar which should be referenced prior to placing requests.

Extended Stay Cancellation Process: If you need to cancel or modify an extended stay appointment you must do so at least 48 hours in advance. This includes changing a participant. If a participant change is requested and it is 48hrs notice the new participant must have already been screened and is eligible to participate in your study.

Helpful Tips For Portal Scheduling:

- Please only check service box for H&P or biopsies if they are to be performed by MCRU clinical staff.
- Please indicate in the “other” section any investigational medication routes if applicable (for example, SC medication administration).
- The “other” section is an excellent way to relay additional information such as potential alternative days/times or specific room requests.
- Make sure to leave processing and shipping time when scheduling appointments.

Clinic Hours of operation:

MCRU-CVC Outpatient, pre-scheduled appointments: 8a-8pm Monday- Friday, 8am-8pm every Saturday and 8am-4:30 pm every other Sunday. MCRU is closed on Holidays and their corresponding weekends. Holiday closures and closures for special circumstances will be reflected in the calendar viewed within the scheduling portal.

MCRU-Dominos Farm’s Lobby M: 8 am-4:30 pm Monday - Friday. MCRU2U services are available out of our DF site, but limited. It is necessary to pre schedule these appointments with the DF MCRU Scheduling staff (“Just In Times” MCRU2U services are currently not available).

CONTACTS:

Scheduling portal: <https://mcrulogin.med.umich.edu/scheduling/login.aspx>.

MCRU-CVC Scheduling Coordinator

Rachel Hackney

Phone: 734-763-7363

rehack@med.umich.edu

MCRU-DF Scheduling Coordinator

Deb Chambers

Phone: 734-998-7099

chamberd@med.umich.edu

Office Coordinator-Scheduling Supervisor

Tamara Smith

Phone: 734-936-4632

tamasmit@med.umich.edu