

E-mailed Reports Popular

In our last issue, we announced that sites whose study sponsors have approved e-mail delivery, can now receive their lab reports via e-mail instead of fax. Many sites responded, indicating their desire to move to e-mailed reports. If you would like to receive your reports via e-mail, please contact our Site Service Department at labsitehelp@iconplc.com with the following information:

- Sponsor Name
- Study ID
- Site Number
- Clinical Investigator Name
- E-mail address for Study Coordinator
- Country

Please enter "E-mailed Lab Reports" as your subject line for prompt service.

Asia-Pacific Sites to Receive New Thermal Ambient Shippers

Effective in May, ICL will begin supplying a new type of shipping container to sites located in Asia and other countries in the Pacific region. Known as the Thermal Ambient Shipper, it uses special gel packs that will protect ambient samples from hot temperatures and add greater assurance they will arrive at our laboratories in good condition for testing. This shipper should be used for shipping ambient specimens instead of the ICL kit box.

If your site is affected by this change and you have additional questions upon receipt of the new shippers, please contact the ICL Site Services Department.

IMPORTANT NOTICE

Dry Ice Reminder

If your site must supply its own dry ice for specimen packaging, it is extremely important that you reference the packaging directions for frozen and combination shippers located in your study's lab manual. These directions indicate the exact quantities of dry ice that must be used in order to ensure specimens arrive at our laboratories in a frozen state. This information is also provided on our Investigator Site Resource Center under the link for Packaging Instructions.

A Picture is Worth 1000 Words!

ICL wants to do everything possible to help sites better understand how to properly prepare and package samples. We have recently posted additional training materials to the Investigator Site Resource Center of our website that you may find helpful.

Preparing a Peripheral Blood Film - This short video demonstrates how to properly prepare the slides for a Peripheral Blood Film. Such slides are required each time a site submits a whole blood specimen for a CBC with Differential in order to ensure accurate reporting of test results. To access the video click on this link:

http://www.icolabs.com/central/Investigate/Resource/faqs/spec_prep/index.html#3. (If you are receiving newsletter via fax simply type link into your browser.)



Step-By-Step Specimen Packaging Instructions - The Investigator Site Resource Center of ICL's website now provides step-by-step instructions and photos for how to pack each type of ICON shipper box. Instructions for many of the courier-supplied shippers are also available. In the header bar, click on the **Packaging Instructions** drop down menu for links to specific shippers. These instructions are available at: <http://www.icolabs.com/central/Investigate/Resource/index.html>.

ICL Receives CAP Accreditation for India and Singapore Labs

ICL is pleased to announce it has recently received CAP accreditation for its newest laboratory facilities in India and Singapore. For sites utilizing these laboratories, please note that CAP certificates will be available soon on our Investigator Site Resource Center. Until such time, you may update your study files by printing a letter that documents CAP accreditation for these facilities. These documents will be provided by CAP in the near future and will be available by clicking on the "Lab Certificates" tab on the Investigator Site Resource Center of our website.

<http://www.icolabs.com/central/Investigate/Resource/index.html>.

Don't Forget to Send those Batched Samples!

Is the freezer at your site filled with frozen samples? Take a few minutes to check your freezer and make sure that you are sending any batched samples for your ICL-supported studies to our laboratories on the schedule that has been established by your study sponsor. Sending batched samples on a timely basis does more than give you extra freezer space. It enables your study sponsor and our laboratory to better track their status and ensures that batch testing and result reporting occur on a timely basis. If you have questions regarding how to send your batch shipments, please contact your ICL Site Services Department or e-mail us at labsitehelp@iconplc.com.

In a Mood to Clean? Don't Forget those Lab Supplies

With the change in season, many of us have an increased desire to clean out the old and bring in the new. Why not apply that same philosophy to lab kits by checking expiration dates on your ICL-supplied kit boxes? Each month your site should receive a list of kits that will be expiring within the next two months. Use the list to organize your supplies to ensure that kits expiring soon are used first. Periodically checking your kit inventory is a great way for you to reduce the number of urgent supply requests while helping your study sponsor contain study costs.

It's Coming Soon – the 2009 Investigator Site Survey

In 2nd Quarter 2009, ICL will launch its second annual Investigator Site Survey. Last year nearly 3,000 sites responded with very helpful feedback regarding how ICL could refine existing services and offer new ones that could make your work easier. As a result, we have:

- Extended hours of operation for the global Site Services department to respond to site inquiries.
- Begun publishing this quarterly site newsletter to keep your site updated on important issues and services.
- Enhanced web-based Investigator Site Resource Center to provide even more helpful information such as site training resources, lab holiday schedules and shipper packaging instructions.
- Made available on-demand language interpretation services for callers to our Site Services Department.
- Expanded use of e-mailed laboratory reports as an option for report delivery
- The option of supplying smaller, 1X1 tube labels for studies utilizing smaller collection/transport tubes.
- Developed an even more user-friendly study-specific laboratory manual.

Site Insights

In our 2008 Site Survey sites indicated that the three most frustrating aspects of their job on the day of the subject visit were:

- Administration, time pressure and timetabling (32%)
- Availability of equipment and supplies (14%)
- Availability and reliability of study subjects (9%)

When you receive information about our 2009 survey, please take a few minutes and complete the survey so that we can continue to improve our service to your site.

Frequently Asked Questions

Q. I cannot ship my samples today. How should I store them?

- A. Every effort should be made to ship specimens on the day of collection, except for specimens for which batch shipment has been approved. However, for those rare occasions when same day shipment may not be possible, specimens should be collected, prepared and stored at the same temperature they are to be shipped, as indicated in your lab manual. Please be sure to ship the specimens the following day or the next day that courier service is available, if collection has occurred over a holiday or weekend.

Q. The study in which my site participated has ended. I have unused collection supplies. What should I do with them?

- A. Collection supplies should not be returned to ICL. If supplies have not expired, they may be used at your clinic for patient care, if permitted by your clinic's policies and procedures. Otherwise, all collection supplies should be disposed of in accordance with local regulations for disposal of such items.

Upcoming Holiday Schedule

Please take note of the following upcoming holidays in your region. Although ICL receives and processes specimens on all holidays, it is important to check your courier's holiday schedule, as well, to ensure timely specimen pickup and prevent shipping delays. Shaded areas indicate holidays on which there may be limited Site Services Department staff coverage.

DATE (HOLIDAY)	NEW YORK		DUBLIN		INDIA		SINGAPORE	
	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING
1-May (May Day)	Regular Hours		Regular Hours		Limited Staff	TNT	Limited Staff	FedEx
4-May (May Holiday)	Regular Hours		Limited Staff	TNT, DHL	Regular Hours		Regular Hours	
9-May (Vesak Day)	Regular Hours		Regular Hours		Regular Hours	TNT	Limited Staff	FedEx
25-May (Memorial Day)	Limited Staff	FedEx	Regular Hours		Regular Hours		Regular Hours	
1-June (June Holiday)	Regular Hours		Limited Staff	TNT, DHL	Regular Hours		Regular Hours	
4-July (Independence Day)	Limited Staff	FedEx	Regular Hours		Regular Hours		Regular Hours	

To send us ideas or suggestions for future newsletter topics, contact us at LabSubjects@iconplc.com.

North America

ICON Central Laboratories, Inc.
123 Smith Street
Farmingdale, NY 11735
USA
Toll Free – U.S. and Canada:
+1 877 797 4422
Tel: +1 631 306 5301
Fax: +1 631 306 5399

Europe

ICON Central Laboratories, Inc.
South County Business Park
Leopardstown, Dublin 18
Ireland
Tel: +353 1 291 2355
Fax: +353 1 291 2777

India

ICON Central Laboratories, Inc.
Ozone Manay Tech Park
11th KM, Hosur Road
Garvebhavipalya
Bangalore - 560 068
India
Tel: +91 80 4089 4115
Fax: +91 80 6713 5541

Asia

ICON Central Laboratories, Inc.
1 International Business Park
#B1 - 20A The Synergy
Singapore
Tel: +65 6896 1230
Fax: +65 6896 2750

Email: LabSiteHelp@iconplc.com

www.icolabs.com



Central Laboratories