

SOP Number:	120.04
Title:	CenTRI Scheduling, Rates and Invoicing Procedures

Revision Chronology			
Version Number	Effective Date	Review Date	Reason for Change
120.01	03-Aug-2021	21-Jan-2022	Initial Version
120.02	24-Jan-2022	05-May-2022	Facility Name Change
120.03	05-May-2022	10-Jan-2023	Updated booking procedure
120.04	23-Aug-2023	23-Aug-2024	Updated billing and scheduling procedure. Name change to SOP

Director Signature: _____ Date: _____

1. SCOPE

This SOP applies to scheduling, cancellation, usage fees and invoicing at the CentTRI Facility.

2. Scheduling CentTRI Facilities

- a.** The schedules for all CentTRI imaging systems are available to view as a read-only online calendar at <https://centribooking.robarts.ca/>. Access to modify the schedule is restricted to core facility members.
- b.** All studies involving human subjects require the assistance of a Certified Medical Radiographic Technologist to ensure the safety of subjects and research staff.
- c.** Requests for CentTRI imaging can be done by contacting CentTRI Core Facility scheduling email at centri@uwo.ca. Once an available slot is identified from the online calendar, cross referencing Technologist availability if applicable, the following information must be included in the email in order to process the request:
 - i.** Principal Investigator
 - ii.** Project Name
 - iii.** Date/Time – including duration
 - iv.** Subject ID – do not include any patient identifiers
 - v.** Part and Laterality (if applicable)
- d.** At the discretion of the facility, the CentTRI Directors or Manager may cancel scheduled time booked on CentTRI imaging equipment at any time for safety concerns or maintenance reasons.
- e.** Humans and animals **cannot** be imaged concurrently within the CT and angiography suites.
- f.** For materials, phantoms, and other inanimate objects, scanning may be performed by appropriately trained personnel. Facility technologist available for assistance at an additional \$80/hour during regular hours of operation.

3. Cancellation / No-Show Policy

- a. If the booking is cancelled with at least 48 hours' notice, there is no penalty.
- b. If the booking is cancelled between 48- and 12-hours' notice, then the Principal Investigator will be billed \$50 per hour for the booked time.
- c. Less than 12 hours' notice will result in being billed for the **full booking rate**.

4. Rates for Usage

- a. Rates for CentTRI equipment and personnel time are pre-set and standardized by modality and type of scan. Please contact centri@uwo.ca for a current list of rates.
- b. Rates are periodically discussed and adjusted by the CentTRI leadership. These rates are determined through consideration of the facility operating costs and overhead. Notification of rate changes is given one full month prior to implementation.

5. Billing and Invoicing

- a. Billable hours begin at the start time indicated on the CentTRI schedule regardless of if the investigator and/or the experimental support personnel are present and ready to proceed.
- b. The Principal Investigator and/or research personnel are responsible for organizing the experiment such that it begins and ends at the scheduled times. An experiment will not be allowed to exceed the scheduled time, unless there is time available on the schedule following the experiment and the operator agrees to stay and operate the scanner for extra time.

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- c.** Invoices for CentTRI Facility usage are issued at the end of each quarter aligning with the Western University fiscal year schedule. Quarters are defined as:
 - i. May 01 – July 31
 - ii. August 01 – October 31
 - iii. November 01 – January 31
 - iv. February 01 – April 30

- d.** Payment for quarterly invoices is due within 30 days.

- e.** If invoices remain unpaid after 30 days, usage of the CentTRI Facility will be suspended for the Principal Investigator and their respective research staff.