

Pediatric Flow Cytometry Core Billing Policy

Billing Policy Established July 2012

Revised December 2016

Billing Practices and Subsidies

The Pediatric Flow Cytometry Core assesses charges on the time booked per each piece of equipment. If time used exceeds time booked, time used will be billed. Best practices are for equipment to be reserved/booked in the 30-minute increments that most closely approximates the intended usage. Booked time will be locked in 24 hours in advance of each booking and can only be modified with approval from the Core Director and/or Technical Director. Time charged will be rounded in 30 minute segments.

In order to keep the Pediatric Flow Cytometry Core instruments in good working order for all users, detailed use instructions and cleaning procedures are included in the instrument standard operating procedures (SOP). When a user makes deviations from the SOP that result in instrument downtime or inhibits the next user from typical use, the user at fault may be charged to facilitate necessary repairs. This may include, but is not limited to, part replacement and technician repair/troubleshoot time. If you have questions about how to properly use or maintain the instrument to keep it in proper working order, please do not hesitate to ask Aaron Rae or Bridget Neary. If you find an instrument to be malfunctioning or not working at its best, please immediately report the issue, this will prevent further damage and properly identify the problem.

Subsidies Policy

- Generous subsidies are offered for those investigators who are actively engaging in Pediatric research.
- Subsidies, however, will only be applied to the amount of time actually used on the machine, rather than the time booked. The investigator will be responsible for paying the full rate for any time that was booked and not used.

Cancellation Policy

- Any equipment cancellations made 24 hours or more in advance to the booking will be honored and no charges will be assessed to the user.
- Any equipment cancellations made LESS THAN 24 hours in advance to the booking will be charged in full to the investigator's discretionary (i.e. non sponsored) account. *
- Exceptions to the LESS THAN 24 hour in advance cancellation rule include:
 - The investigator may request a waiver by submitting an appeal in writing to Karen Kennedy (kmurra5@emory.edu) and cc'ing Aaron (ajrae@emory.edu) and Bridget (bneary@emory.edu) within 3 days of the booking date. The appeal must include the PI's name, the name of the person who booked the time, the date of the booked time that wasn't used and an explanation of the extraordinary circumstances that led to the nonuse of equipment.
 - **The investigator will not be charged for any of the cancelled instrument time subsequently used by another investigator. ****
- Users with clinical samples to be sorted on the FACS Aria may apply for separate waiver within 24 hours of the booked session based on all of the following criteria:
 - The user contacts the Flow Cytometry Core PRIOR to start of the booked session
 - Clinical samples only and cancellation must be due to a patient no-show/cancellation
 - Limited to 3 FACS Aria sessions a month
 - A waiver request email must be completed as described above, may be part of the session cancellation email
- Users who fail to inform facility staff within 30 minutes of the start of their assisted session that they will be late are consider a no-show and the booking will be cancelled and the session is charged in full.

Training Policy

- 3 free training sessions are provided on each type of instrument in the core, only instrument time is paid for. Users who require more than 3 training sessions will be charged the instrument rate + the hourly assisted rate for facility staff.
- If a user does not return within 3 months of their training they will be billed for both instrument and assisted time.

* If a discretionary account is not provided upon request, the investigator's subsidy will be withdrawn for future bookings and/or may no longer be allowed to use the Pediatric Flow Cytometry Core

** The PPMS booking system can be enabled to alert investigators of cancelled bookings.