**Welcome to the Pediatric Clinical Research Center!**

Our goal in the PCRC is to foster positive patient experiences. To achieve this goal, please follow the PCRC guidelines outlined below. These guidelines will ensure appointments are scheduled correctly and visits are timely.

**General Information**

* PCRC hours are 8:00 AM to 4:30 PM.
* Main Phone: 415-353-9125
* Nursing Office Phone: 415-502-2683
* Main Email: [Peds.CRS@ucsf.edu](mailto:Peds.CRS@ucsf.edu)
  + PVRs, schedule questions, cancellations, MD Orders
* Nursing Staff Email: [PCRCNursing@ucsf.edu](mailto:PCRCNursing@ucsf.edu)
  + Clinical questions, tube drop-off coordination, flowsheets
  + CC for same day schedule changes
* PCRC Nurse Manager Email: [Taylor.Scott@ucsf.edu](mailto:Taylor.Scott@ucsf.edu)
  + Policy/miscellaneous questions

**Study Start-Up**

* **Please request an in-service meeting two weeks prior to when you expect to begin enrollment.**
* **In-services are held at PCRC on Monday afternoons from 3PM to 4PM.**
* **To set up a meeting, email the CRS Protocol Manager (**[CRSProtocolServices@ucsf.edu](mailto:CRSProtocolServices@ucsf.edu)).
* You will be required to provide the CHR, CRS signed budget, Speedtype, and ZZ account for the study.
* Information on CRS application process can be found at <https://accelerate.ucsf.edu/research/crs/guidelines>.

**Scheduling Appointments Using Study-Specific Patient Visit Request Forms (PVRs)**

* Submit requests using PVR form 1-2 weeks in advance to Peds CRS Appointments ([Peds.CRS@ucsf.edu](mailto:Peds.CRS@ucsf.edu)).
  + We will try to accommodate first choice. Please provide any additional times that may work for the patient and family.
  + Verify if the patient has an MRN. If they do, list it on the PVR. Please also include the name of the caregiver/parent/guardian.
  + Link the patient to the appropriate ZZ Account prior to requesting an appointment. This needs to be done for each encounter. Refer to User Guide for UCSF Clinical Research Coordinators.
  + To ensure HIPAA compliance, remember to include “**ePHI:”** or “**secure**:” at the beginning of the subject line.
  + Add special instructions in the notes section (e.g., limited mobility, enrolled in 2 studies).
  + PCRC hours are 8:00 AM to 4:30 PM. Visits that run after hours (such as those with 8-hour PK draws) need prior approval from the Charge Nurse or Nurse Manager.

**Prior to Participant Appointments**

* Please submit **MD orders two business days** before the scheduled appointment.
  + **Paper:** Review MD orders to ensure content is clearly legible and that each page of orders has an MD signature at bottom. Medication orders should correctly include medication name, dose in mg or mcg (along with mg/kg, mg/m2, mcg/kg, or mcg/m2 if relevant), route, frequency, and duration if applicable. Lab tubes should be listed in the order they need to be drawn per the protocol. For any questions about how to write orders contact nursing staff or pharmacy. Indicate on paper orders if there are clinical labs or medications in APeX. Templates can be found at <https://crs.ucsf.edu/forms>.
  + **APeX:** Verify providers have signed APeX orders before the subject arrives for their visit and confirm they are consistent with paper orders. Treatment will be delayed if APeX orders are not signed when subject arrives for their visit.
* Deliver directly to staff in the clinic or email orders to [Peds.CRS@ucsf.edu](mailto:Peds.CRS@ucsf.edu).
* Scan copy of signed consent, assent, and HIPAA authorization into APeX (step-by-step instructions available upon request). If consenting process is conducted at the time of the visit, show staff the signed documents prior to initiating any research activities.
* Utilizing Investigational Pharmacy
  + Notify IDS of medication administration/dispense by sending a calendar invite to [PedsIDS@ucsf.edu](mailto:PedsIDS@ucsf.edu) with medication orders and IWRS attachments for drug assignments.
  + IDS requests calendar invites be sent **one week** in advance to ensure medication availability.
* Drop off **labeled specimen tubes** (along with shipping boxes and manifests for processing lab) during PCRC business hours at least **two days** prior to the visit.
  + Record delivery on ‘Tube Drop-Off Log’ located in the Nursing Office.
  + Ensure that lab tubes are not expired and match orders.
* Please communicate the following to participants/caregivers prior to their visit:
  + Remind participants to **hydrate** before visits to improve phlebotomy/IV success rates. Water is still OK to have before fasting labs!
  + Screen patients and caregivers for respiratory symptoms. Relay symptoms to the PI to determine if the visit needs to be rescheduled. Contact the PCRC as we need to ensure the safety of our patients and staff. Patients with respiratory symptoms or other contagious illnesses (pink eye, chicken pox, lice, etc.) will likely need to reschedule.
  + If we are using patient’s home supply of medication, remind them to bring study medications in the original labeled bottles/packs. Pharmacy requires the original packaging to verify medication before administration.
  + Participants are allowed one caregiver to accompany them during visits. For necessary exceptions, speak to the PCRC Nurse Manager when scheduling the visit.
  + Only service animals are allowed per UCSF Medical Center. Please indicate any service animals on the PVR and speak with nursing staff ahead of time.

**Day of Appointment**

* **Expectation of CRCs**
  + A CRC from the study team should be at each visit that requires more than a standard blood draw.
  + Due to the small size of the nursing office, this space is reserved for PCRC staff only. We request that study teams utilize the Team Workrooms down the hall (M6323 and M6328).
  + If you cannot be at the patient visit, please communicate to PCRC any special considerations and what information needs to be relayed other than what is stated in MD orders.
* **Flowsheets/Worksheets**
  + Following the in-service, we will work with study teams to create study specific flowsheets. These will be used by nursing staff to document study-related activities during patient visits.

**Updated Protocol?**

* Contact PCRC regarding new protocol versions/amendments. If there is a new lab manual as well, please send an updated copy to the PCRC Core Lab Team ([CCRCPedsLab@ucsf.edu](mailto:CCRCPedsLab@ucsf.edu)).

Thank you!

PCRC Nursing Team