

Emory + Pediatrics/Winship Flow Cytometry Core Billing Policy

Billing Policy Established July 2012

Revised Jan 2020

Billing Practices, Subsidies, and Cancellation Policies

The Pediatric/Winship 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 for sorting 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.

To keep the Pediatric/Winship 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 Lisa Bixby. If you find an instrument to be malfunctioning or not working at its best, please immediately report the issue via PPMS. This will prevent further damage and allow us to take prompt action to properly identify and repair the problem.

Cancellation Policies

- Any equipment cancellations made at least 24 hours 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 noted below)
- **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 Aaron Rae (ajrae@emory.edu) and cc'ing Lisa Bixby (lisa.marie.bixby@emory.edu) and Jianing Li (jianing.li@emory.edu) within 3 days following the date of booking. The appeal must include the PI's name, the name of the person who booked the time, the date of the booked time that was not 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 canceled instrument time subsequently used by another investigator.

Special Cancellation Policy for Clinical Samples

Users with clinical samples to be sorted on the FACS Aria or Sony Cell Sorter may apply for special fee waiver inside the 24 hour window leading up to their booked session according to the following guidelines:

- The special type of waiver can be requested for clinical samples only and cancellation must be due to a patient no-show/cancellation.
- The user must contact the Flow Cytometry Core PRIOR to start of the booked session. To request, send an email to Aaron Rae, Lisa Bixby, and Jianing Li and include the PI's name, the name of the person who booked the time, the date of the booked time that was not used and an explanation of why the clinical samples cannot be run.
- This special waiver will be granted up to three FACS Aria and/or Sony Cell Sorter sessions a month.**

**Additional cancellations charge waivers/month on scheduled clinical sample runs will be considered if the user:

- 1) Has no previous record of violating the core policies in any cases.
- 2) Has proactively communicated (at least 10 days in advance of booked sessions) with core staff about the specific timing and nature of scheduling of upcoming clinical samples.

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Subsidies Policy (CY2020)

- Winship:
 - The Winship-subsidized rate is provided to Winship members for cancer-relevant projects. This is subject to change at any time during the year based on availability of funds. Changes will be communicated to users at the time of billing.
- Pediatrics:
 - All Emory University Department of Pediatrics investigators will automatically receive the pediatric subsidy on Cell Sorter and Analyzer used at any location within the core.
 - Other child health researchers not in Emory Department of Pediatrics using Flow Core equipment may request pediatric subsidy.
 - Non Department of Pediatrics investigators may request this pediatrics subsidy per funded project.
 - To request this subsidy, send an email to Jianing Li, PhD (Jianing.li@emory.edu) and Stacy Heilman, PhD (sheilma@emory.edu) including the project title, funding source, Flow Core equipment to be used, billing account number, and a brief (2-4 sentence) justification for how the scope of work is child health related.
 - If approved, the subsidy will be applied only to pre-approved pediatric specific research projects and not to the investigator's entire portfolio of research (unless all of the investigator's research is approved as child health related).
 - Each investigator may receive up to, but not exceeding, \$5,000 in pediatric subsidies each calendar year. All projects and users are monitored via PPMS and are notified when they are approaching the maximum subsidy, and when it has been reached.
- Winship and Pediatric subsidy can be applied simultaneously to one project that is eligible for both criteria.
- Subsidies 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.