Full-Service Data Transfers
via Radiology CRC Core
Guideline & FAQ

Purpose
This guideline describes the standard procedures in which imaging data may be transferred off-site to an external sponsor or non-UCSF collaborators for pre-established research purposes, via the UCSF Department of Radiology CRC Core Full-Service Data Transfer service.

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Background

Picture Archiving and Communication System (PACS)

About PACS

UCSF Radiology stores, distributes, and displays imaging studies using a Picture Archiving and Communication System (PACS). All studies done by Radiology can be accessed through the PACS using one of two viewing systems:

1) UCSF Radiology eUnity / WebPACS
   The UCSF Radiology eUnity / WebPACS system is a web-based image distribution solution where the viewer is called up through a browser. This is the same viewer used by APEX when users click on the URL to "Show images for ..." the imaging exam selected by the user. All APEX users that have access to the "Chart Review" menus also have access to WebPACS in this way. No additional permissions are required. The user interface is straightforward, a timeline of prior studies is provided, and Radiology reports can be accessed.
2) Diagnostic PACS

PACS displays are intended for image distribution within Radiology for primary interpretation of studies and are also used in some high-volume image display areas.

For more information about PACS:
https://radiology.ucsf.edu/resesearch/labs/radiologic-informatics/webpacs

Options for Exporting Images from PACS for Research (Data Transfers)

The Department of Radiology currently offers two methods for exporting images from PACS for transfer to external or non-UCSF collaborators for pre-established research purposes.

1) Self-Service – AIR

AIR is a self-service platform which enables Automated Image Retrieval (AIR) from UCSF’s clinical and research picture archiving and communication system (PACS). AIR is capable of automated deidentification of DICOM header data but cannot identify or remove PHI in the visual, pixel data of images. Investigators opting for self-service who need to deidentify their images are responsible for manually inspecting the images and removing PHI from pixel data themselves. Additionally, investigators using this service must arrange for creating discs or transmitting to central repositories on their own.

For more information:
https://radiology.ucsf.edu/research/core-services/PACS-air

The Radiology CRC Core offers quarterly workshops on how to use AIR and basic image anonymization tips. To sign up, please contact the Radiology CRC Core.
2) Full-Service – Radiology CRC Core

The Radiology Clinical Research Coordinators is a team of personnel that provide expertise in conducting clinical research studies. We support investigators with study set-up and management, submissions, and research rates. As an added service for study teams at UCSF, Radiology CRCs are also available to support investigators who seek additional help in exporting images from PACS.

Under “Full-Service”, Radiology CRCs are available to:

- Retrieve completed source documents or forms for transmittal
- Download data from AIR
- Anonymize and deidentify DICOM image headers
- Manually inspect images and removing any visual/pixelated PHI
- Upload or transfer anonymized data to a CD, sponsor upload site, or sFTP
- Assist study team with responding to technical queries from CROs or sponsors

For more information about the Radiology CRC Core:

https://radiology.ucsf.edu/research/core-services/img-srvs-pipeline/crc
Contacts

PACS

https://radiology.ucsf.edu/research/labs/radiologic-informatics/webpacs
Kelina Lobo
(415) 476-5941
kelina.lobo@ucsf.edu

Data Transfers, Self-Service (AIR)

https://radiology.ucsf.edu/research/core-services/PACS-air

<table>
<thead>
<tr>
<th>Imaging Program Manager</th>
<th>Full Study Imaging Application Contact</th>
<th>AIR Access Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emma Bahroos</td>
<td>Luigi Pulido</td>
<td>Wendy Ma</td>
</tr>
<tr>
<td>(203) 584-3782</td>
<td>(415) 514 - 8267</td>
<td>(415) 514 - 8274</td>
</tr>
<tr>
<td><a href="mailto:Emma.Bahroos@ucsf.edu">Emma.Bahroos@ucsf.edu</a></td>
<td><a href="mailto:Luigi.Pulido@ucsf.edu">Luigi.Pulido@ucsf.edu</a></td>
<td><a href="mailto:Wendy.Ma@ucsf.edu">Wendy.Ma@ucsf.edu</a></td>
</tr>
</tbody>
</table>

Self-Service Rates*

<table>
<thead>
<tr>
<th>Service</th>
<th>Internal Rate</th>
<th>External Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>General access (no bulk downloads)</td>
<td>$195 per IRB</td>
<td></td>
</tr>
<tr>
<td>Small bulk download (up to 100 studies)</td>
<td>$195 per IRB</td>
<td></td>
</tr>
<tr>
<td>*Large bulk download (up to 2000 studies)</td>
<td>$380 per IRB</td>
<td></td>
</tr>
<tr>
<td>*Very large bulk download (&gt;2000 studies)</td>
<td>$750</td>
<td></td>
</tr>
</tbody>
</table>

Data Transfers, Full-Service

https://radiology.ucsf.edu/research/core-services/img-srvs-pipeline/crc

Radiology CRC Core - Contact

Maya Aslam
(415) 514-8987
Maya.Aslam@ucsf.edu

Full-Service Rates*

Please note that rates are per hour

<table>
<thead>
<tr>
<th>Service</th>
<th>Internal Rate</th>
<th>External Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard (within 5-7 business days, average)</td>
<td>$80/hr. (1 hr. minimum)</td>
<td>$100.80/hr. (1 hr. minimum)</td>
</tr>
<tr>
<td>Rush (within 24-48 business hours, average)</td>
<td>$100/hr. (1 hr. minimum)</td>
<td>$126.00/hr. (1 hr. minimum)</td>
</tr>
</tbody>
</table>

* rates subject to change without notice
Data Transfers, Full Service

Overview

‘Data Transfers, Full Service’ is a service offered by the Department of Radiology to internal users. The CRCs within the Radiology CRC Core can help assist internal users with any or all of the following:

- Retrieve completed source documents or forms for transmittal
- Download data from AIR
- Anonymize and deidentify DICOM image headers
- Manually inspect images and removing any visual/pixelated PHI
- Upload or transfer anonymized data to a CD, sponsor upload site, or sFTP
- Assist study team with responding to technical queries from CROs or sponsors

Any additional activities not outlined above would incur separate. Please direct any inquiries to the Radiology CRC Core.

Quick Overview of Groups Involved

- **Study Team**
  - KSP & Co.
  - Imaging Program Group
    - Full Study Application & Self-Service

- **Dept. of Radiology**
  - Imaging Program Group
  - Radiology CRC Core
    - Full-Service

- **iLab**
  - Full-Service "Billing" System

- **QUIPC**
  - Full-Service "Ordering" System

- **Study Team**
  - Personnel who perform study-specific training and are listed on DOA logs
- **Department of Radiology**
  - Imaging Program Group
- Full Study Imaging Application
- Self-Service Data Transfers
  - Radiology CRC Core
    - Full-Service Data Transfers
  - QUIPC
    - Ordering system for Full-Service Data Transfers
- iLab
  - Billing/recharge system for Full-Service Data Transfers

*Note: As of January 2021, all billing processes has been transitioned from MyCores to iLab. MyCores has been retired.

Initial Setup for All Studies with Imaging

All studies with an imaging component are required to submit a Full Study Imaging Application for review, before an imaging study may begin. Any imaging questionnaires or device questionnaires may be submitted to this group.

Full Study Imaging Application

This application is submitted with the Imaging Program Manager. Contact information may be found below:

https://radiology.ucsf.edu/research/core-services/img-srvs-pipeline/full-study-app#accordion-full-study-application

How to Get Started with Full-Service Data Transfers

Before you start submitting transfer requests, there are a few things you need to set up before your requests can get fulfilled.
Setup Your Project – Billing System

Transfers will only be fulfilled if a project has a valid speedtype. Speedtypes usually begin with “MXXXXX”. Chartstrings (a long string of numbers separated by dashes) are not accepted by the MyCores/iLab system.

You cannot request data transfer services before:

- a valid speedtype is available, and
- that speedtype is assigned to your iLab account by your PI
- if you are requesting that data be sent outside UCSF, a signed Data Sharing Agreement must be in place. At the time of submitting a new data transfer project request, you will be asked to provide the name of the Contracts Office who signed the Data Sharing Agreement.

Instructions:

1. Create or obtain a valid speedtype
   a. https://controller.ucsf.edu/inquiry-reports/speed-types
      i. Note: New speedtypes require 24 hours before they are active in the system.

2. Create iLab account(s)
   a. https://rrp.ucsf.edu/ilab
      b. Select “Register with UCSF iLab” for step by step instructions on registration
         i. Select the PI/Group of the project you are working on when registering
         ii. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. They will need to approve your membership and assign any speedtypes for your use.
      c. Note: the PI in which the speedtype is tied to will need to also be registered in iLab.
         i. All PIs should have already had accounts created for them in iLab, and their associated speedtypes should have already been loaded into the system. Please verify that the speedtype associated with your study is viewable under your PI’s Lab. If not, email ilab@ucsf.edu with the PI’s name and the speedtype to have it added in. Do this before submitting a new project request to the Radiology CRC Core.
         ii. If you have trouble locating your PI in iLab, please contact iLab for support.
d. Once your PI has added you to their lab, they also need to assign you the appropriate speedtype associated with your study.

Training Resources for PIs and financial managers:

https://rrp.ucsf.edu/ilab-user-training
https://rrp.ucsf.edu/managing-lab
https://help.ilab.agilent.com/36900-managing-your-group/265782-managing-a-group-overview

For assistance using the iLab site, please reference:


If questions are not addressed by the iLab help site, or if you have difficulty accessing your lab or iLab account, please contact ilab@ucsf.edu

Setup Your Project – Radiology CRC Core
Getting Started – How to Submit a New Study

1. Navigate to the Studies Tab

2. Click the blue ‘Initiate a new study’ dropdown and select ‘Study request’
3. Under ‘Summary’ section, complete the following fields only

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Study Title</td>
<td>(e.g. XXXX)</td>
</tr>
<tr>
<td>Brief Study Title</td>
<td>(insert your Study Nickname, e.g. XX)</td>
</tr>
<tr>
<td>Lead Principal Investigator</td>
<td></td>
</tr>
<tr>
<td>Lead Coordinator</td>
<td>** if the Lead Coordinator changes, please make sure to have the Lead Coordinator update this to a new staff member before their departure</td>
</tr>
<tr>
<td>Anticipated Start Date</td>
<td></td>
</tr>
<tr>
<td>Anticipated End Date</td>
<td></td>
</tr>
</tbody>
</table>
4. Under ‘Services Requested’ section, complete the following fields **only**

<table>
<thead>
<tr>
<th>Services Requested</th>
<th>Services Requested (select all that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCSF IRB#</td>
<td>UCSF IRB#</td>
</tr>
<tr>
<td>(e.g. 12-34567)</td>
<td></td>
</tr>
<tr>
<td>CC# (if applicable)</td>
<td>CC # (if applicable)</td>
</tr>
<tr>
<td>(e.g. 201234)</td>
<td></td>
</tr>
<tr>
<td>Services Requested</td>
<td>Services Requested (select all that apply)</td>
</tr>
<tr>
<td>(select all that apply)</td>
<td>Full-Service Data Transfer</td>
</tr>
<tr>
<td>– Select <strong>Full-Service</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Data Transfer</strong></td>
<td></td>
</tr>
<tr>
<td>on the dropdown via click</td>
<td></td>
</tr>
<tr>
<td>Notes/Comments (if applicable)</td>
<td>Notes/Comments</td>
</tr>
<tr>
<td></td>
<td>File ▼ Edit ▼ Ins</td>
</tr>
</tbody>
</table>

5. Under ‘Research Team’ section, complete the following fields **only**

<table>
<thead>
<tr>
<th>Other Members of the Research Team:</th>
<th>Other Members of the Research Team:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Secondary study contacts **with iLab accounts** (Clinical Research Supervisor, Clinical Research Manager, or other CRCs, financial approvers)
Outside Contacts:

Other study team members (e.g. RFA, Post-Award, Financial contacts) that should be listed, but do not have an iLab account

Do not list outside Sponsors, CROs/CRAs, or any external contacts.

6. Under the Forms section, click View Form then complete the Full-Service Data Transfer form:
a. Click ‘Save Completed Form’ at the end of each form when done.

Please save your form!  
[Save completed form]

7. Once you have successfully completed the forms, you should see a green arrow next to the completed forms.

8. iLab is not HIPAA or PHI compliant. Please do not enter any PHI, even if it gives you the option to.

9. Under the **Subjects** section

   a. If you study will involve human subjects, toggle the switch to “ON”

      Will this study involve human subjects?  
      [ON] Will this study involve human subjects?

   b. Toggle the switch to “OFF” for ‘Formally track subjects in iLab”

      Formally track subjects in iLab?  
      [OFF] Formally track subjects in iLab?

   c. Complete the following fields **only. DO NOT ENTER ANY PHI IN iLAB.**

      Expected number of subjects

      Expected number of visits*** per subject

      *** imaging visits only
10. Review your submission.

11. If everything looks correct, please click the green ‘Submit’ button to submit this study to the Clinical Imaging Core for review and approval.

12. Once accepted, a Radiology CRC will get in touch to create a login for our QUIPC ordering system (if applicable) and notify you of the assigned Radiology CRC.

Setup Your Project – Ordering System

Once you have a QUIPC login (see above), QUIPC will be your main interface for making requests. Please note that QUIPC is like a “Postmates” or a “Door Dash”. QUIPC does not actually perform the Full-Service Data Transfer. They are only the platform to put in ordering ticket. For any technical issues, please contact QUIPC directly.

1. Create a new study in QUIP-C
   a. Login to QUIPC
b. Click on “Study-New”

![Image of QUIP-C Data Transfers](https://apps.radinfo.ucsf.edu/data_transfers/
)

Welcome, 
Please select an action from the left to begin.

**QUIP-C Messages:**
**We have recently re-implemented some of our user management features. Now, users will only have**
**Please contact QUIP-C at quipc@ucsf.edu if you have any questions.**

![Image of New Study](https://apps.radinfo.ucsf.edu/data_transfers/studynew)

<table>
<thead>
<tr>
<th>New Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Fund/CPIA:</td>
</tr>
<tr>
<td>Criteria:</td>
</tr>
<tr>
<td>Coordinator Name:</td>
</tr>
<tr>
<td>Coordinator Phone:</td>
</tr>
<tr>
<td>Coordinator Email:</td>
</tr>
<tr>
<td>Additional Coordinator(s):</td>
</tr>
<tr>
<td>PI Name:</td>
</tr>
<tr>
<td>PI Phone:</td>
</tr>
<tr>
<td>PI Email:</td>
</tr>
<tr>
<td>Department:</td>
</tr>
<tr>
<td>Start Date:</td>
</tr>
<tr>
<td>End Date:</td>
</tr>
<tr>
<td># Patients:</td>
</tr>
<tr>
<td># Visits per Patient:</td>
</tr>
<tr>
<td>Sponsor:</td>
</tr>
<tr>
<td>Imaging Modalities:</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

Save Changes

c. Fill out all relevant information and click save.
d. Create a new patient.

![Image of QUIP-C Data Transfers interface showing patient creation]

e. Create a new subject.
   
i. You cannot create a new subject without creating a new patient.

![Image of QUIP-C Data Transfers interface showing subject creation]
f. Create a new scan.

g. You are now set up and ready to make requests!
Request Transfers – QUIPC

1. Log in to QUIP-C
2. Select ‘Transfer – New’
3. Fill in the form and when done, click ‘Create Request’.

4. Your request has been submitted!
   a. You will receive another automated email once the data transfer request has been fulfilled.
Guidelines

Below, please find policies for ‘Data Transfers, Full Service’. It is the responsibility of the study team to familiarize themselves with the policies and procedures.

Policies - Overview

1) Each QUIPC data transfer request may contain, at maximum, one subject at one study timepoint, on one date.

One study timepoint (i.e. one scan date) may contain multiple scan types (e.g. DXA bone scan, PET scan, MRI scan, etc.), and you may include these multiple scans (from the same timepoint) within the same request, as long as they occur on the same date. However, each data transfer request is charged separately. Requests may not be combined.

1 QUIPC request = 1 timepoint = 1 date = \( n \) # of scans

As long as a request has not been fulfilled, you may delete the request and create a new request with the appropriate information. QUIPC and Radiology CRC Core are not responsible for requests that were fulfilled based on incorrectly provided information. The Radiology CRC Core will typically charge for one data transfer hour per timepoint as most timepoints take about an hour to anonymize and transfer. However, if there are difficulties encountered in uploading the scan, if there are a large number of scans per timepoint, or if incorrect information was provided in the scan request, we will charge according to the amount of time it takes to complete the transfer.

2) Turnaround time for standard requests are, on average, 5 to 7 business days.

Despite our best efforts, there are the rare times where we may not be able to fulfill requests within our average 5 to 7 business days due to sheer volume of requests. If your study has strict deadlines, please consider the Self-Service, AIR data transfer option. Please avoid entering more than 3 requests at a time. When several QUIPC requests are submitted at once for a single study,
we will not be able to meet our standard turnaround time. This issue can be avoided by submitted requests as subject scans are completed.

3) The study team is responsible for coordinating directly with the sponsors to request transfer details or upload access for the Rad CRC team.
   It is the study team’s responsibility to know where the data needs to be transferred to, and to request the appropriate access for the Rad CRC team from the sponsor or CRO.

   Please contact the Radiology CRC Core for the list of the Rad CRCs and their contact information.

4) The study team is ultimately responsible for any and all queries.
   The Rad CRC Core is available to help or assist with any technical queries. However, it is the study team’s responsibility to request and/or coordinate any required assistance. All queries from the sponsor or CRO should be addressed directly to the study team, as the study team is responsible for answering any and all queries.

5) QUIPC requests with insufficient information or incorrect information may be cancelled.
   For maximum efficiency and expediency, please include all information necessary for Rad CRCs to upload the data. Due to the large amounts of data transfer requests we received, we are unable to follow up and trouble each request if there is insufficient information. If a request is cancelled, users will have to resubmit new QUIPC requests with the required information. It is important to include scan type and specific timepoint information, as listed by the sponsor or CRO upload site.

6) Requests that are no longer needed must be deleted from QUIPC.
   If requests are addressed by Rad CRCs (e.g. do you still need this?), additional charges may be incurred.
Anonymization Procedure

7) **All PHI, patient characteristics, and any identifying features will be removed from DICOM headers. This includes any device identifiers. Patient name will be replaced with the provided Subject ID.**

If your study requires the DICOM headers to include or for images to be embedded with any patient characteristics or any identifying features such as age, gender, height, weight, etc., please contact the Radiology CRC Core. Any study-specific requests or protocols may incur additional costs.

Non-Electronic Data Transfers (e.g. CD/DVD/USB/external hard drive, etc.)

8) **It is the study team’s responsibility to transfer the data from UCSF to off-site.**

Rad CRCs are able to create CDs or DVDs with anonymized data. The CD or DVD will be mailed to a study team-provided UCSF campus address. We are unable to mail CDs/DVDs off-site. The study team is responsible for providing any other storage medium such as a USB, external hard drive, etc.

Retransfers

9) **Under certain conditions, retransfers made be requested, free of charge, within 30 days.**

- To qualify for a free retransfer:
  - The original transfer must have been fulfilled within the past 30 calendar days.
  - The original transfer failed for technical reasons.
  - The original transfer had data that was exported from the console with incorrect scan export parameters.
    - Note: export retransfers must occur **within 14 days of the original scans**.
      - The equipment in which the data was acquired do not store data past 14 calendar days. Due to high volume of scans, the console is periodically wiped.
  - Other similar situations that involve technical errors or issues
10) Retransfers due to requestor error do not qualify for a free retransfer.

These would include requests that involve requestor/study coordinator error. In those situations, a new QUIPC data transfer request will need be to created.

- The following situations do not qualify for a free retransfer:
  - The requestor provided incorrect information (ID, MRN, scan, etc.)
  - The data expired in a holding area after it was successfully transferred
  - The requestor did not provide specific instruction for de-identification needs, such as unique metadata or header inclusions.
  - The requestor would like the data to be transferred to an alternate location
  - Other similar situations involving human error

11) Requestors must delete any and all incorrect or unnecessary transfer requests to avoid incurring any charges.

If incorrect transfer requests are left on QUIP-C Transfer Request portal at the end of the billing cycle, they may be billed.

- It is the requestor’s responsibility to remove or delete incorrect transfer requests.

Rush Requests (within 24-48 business hours)

Rush requests are requests that need to be fulfilled within 1 to 2 business days (24 to 48 hours). All non-standard data transfer requests will be charged at the rush rate.

To request rush transfers:

- Contact the Radiology CRC Core to request a ‘Rush-Request Study’
- Request and verify with sponsor/CRO that all Rad CRCs have upload or transfer access for your study
- Submit a transfer request
• With a minimum of 48 hours advanced notice, notify assigned Rad CRC of upcoming rush request.
  o For ease, the study team may send the assigned Rad CRC a calendar request with the required information.

Bulk Requests

Bulk requests are:
  • Three or more requests that need to be fulfilled within 24 hours to 48 hours, or
  • Ten or more requests that need to be fulfilled within 7 or less business days

To request bulk transfers:
  • Contact the Radiology CRC Core to request a ‘Rush-Request Study’
    o Provide the following information in an Excel or CSV document format
      ■ Name
      ■ MRN
      ■ Accession Number
        o May be found in APEX
        o Upload details (e.g. timepoint, patient ID, etc.)
    o Bulk requests without accession numbers will require an additional 2-3 business days to complete

FAQ

1. **How much does each data transfer cost?**
   a. Please refer to the website for the latest information
      https://radiology.ucsf.edu/research/core-services/img-srvs-pipeline/crc/data-transfers#accordion-fullservice-radiology-crc-core

2. **What can I request within each data transfer request?**
   a. You may only request max one subject at one timepoint. The timepoint may contain multiple scans that were acquired under one timepoint.
3. I know that your turnaround time, on average, for standard data transfers is 5 to 7 business days. Can you make sure I get it by the 5th business day?
   a. The Rad CRC strives to complete standard data transfers within the quoted average of 5 to 7 business days. Unfortunately, due to the high volume of requests, we are not able to promise specific turnaround times. Sometimes, data transfers may take less time than 5 business days. Other times, due to the high volume of requests, they may take more than 7 business days. Our turnaround times are averages.

   If your study does not offer any flexibility:
   i. We highly suggest looking into the “Data Transfers, Self-Service” option with AIR. AIR access will allow users access to PACS images 24 hours a day, 7 days a week. Users may download, anonymize, and transfer images from AIR at their leisure. The CRC Core holds quarterly trainings to provide training on how to anonymize data.
   ii. If Self-Service is not an option, please contact the Radiology CRC Core to discuss other options. Special requests may incur additional charges.

4. I know that your turnaround time, on average, for rush data transfers is 24 to 48 business hours. Can you make sure I get it within 24 hours? I’m already paying extra.
   a. The Rad CRC strives to complete rush data transfers within the quoted 24 to 48 business hours (average). Unfortunately, we are not able to promise specific turnaround times.

   If your study does not offer any flexibility:
   i. We highly suggest looking into the “Data Transfers, Self-Service” option with AIR. AIR access will allow users access to PACS images 24 hours a day, 7 days a week. Users may download, anonymize, and transfer images from AIR at their leisure.
   ii. If Self-Service is not an option, please contact the Radiology CRC Core to discuss other options. Special requests may incur additional charges.
5. I only have one subject, but they have multiple timepoints. Can I just put them all into one request?
   a. No. One QUIPC data transfer request may only contain one subject at one timepoint.

6. My subject has to get different scans, but it is all for the same timepoint. Do I have to make a separate request for each scan?
   a. Nope! As long as you don’t need them piecemeal, you can group them all into one request. That way, you are only charged once.

7. My subject has to get different scans, but I can’t wait for all of the images to get acquired first. I need to evaluate and review each image as they come in. They are all for the same timepoint though. Do I have to get charged separately?
   a. Yes. Each QUIPC request is charged separately.
      i. If you make one QUIPC request with one timepoint on one date with 10 scans, you will be charged once.
         1. Note: In this scenario, the request would not be fulfilled until all 10 scans are available to the Rad CRCs on PACS.
      ii. If you make 10 requests for ten different scans on two (or more) dates, at the same timepoint, you will be charged ten times (since you submitted 10 requests. Each request is charged separately.)
   b. Reminder: one QUIPC request may contain, max, one timepoint. Scans that occur on the same date (for a single timepoint), may be grouped into one request.

8. My subject has two scans on two different days. Both scans are for the same timepoint. Since the scans are for the same timepoint, will I be charged only for one transfer?
   a. This depends on the sponsor/CRO, but it is usually no. Many times, sponsors require dates and need further explanation as to the differing dates for the single timepoint. If this additional work is required, there will be separate charges. To simplify and clarify
the workflow, if scans occur on different days, they each require their own QUIPC request.

9. I just created a request, but I realized I entered the wrong MRN. Can I edit my request?
   a. No, requests may not be edited after they are created due to QUIPC ordering system limitations.
      i. If the transfer request has not been fulfilled yet:
         1. Delete the request and make a new request, without penalty.
      ii. If the transfer request has already been addressed or fulfilled:
         1. Create a new transfer request with the appropriate information.
            a. The new transfer request does not qualify as a retransfer
   b. If you made a mistake (e.g. forgot to include a scan, etc.),
      i. If the request has already been completed, you will need to create a new request. This new request will be charged accordingly.

10. I’m a Self-Service user but I just need help with this one thing. Can Rad CRCs help?
    a. Please refer to the Radiology recharge rate list for the Rad CRC hourly rate. However, if you need help with anything that falls under the “Full-Service” umbrella, please refer to the rates for Data Transfer.

11. I’m a Self-Service user that has auto-export. My IT set up all the techy back-end stuff to auto-transfer my data to my server. However, my data isn’t showing up (or there is some other issue). Can Rad CRCs help this one time and check on XXX for me?
    a. Yes! We would be happy to help you troubleshoot! Please refer to the Radiology recharge rate list for the Rad CRC hourly rate. However, if you need help with anything that falls under the “Full-Service” umbrella, please refer to the rates for Data Transfer.

12. I have more questions about data transfers. Who do I reach out to?
    a. Self-service: Imaging Program Manager
    b. Full-Service: Radiology CRC Core