

Welcome to the first issue of *Lab Subjects*, a quarterly newsletter created just for investigator sites involved in studies supported by ICON Central Laboratories.

Sites play a critical role in ensuring the quality of the central laboratory services we provide, and we want to do everything possible to make your life easier.

We realize that few investigator sites get to see inside of our facilities, so we want to bring our operations just a little closer to you. We will be providing updates about new site services as well as helpful reminders for how we can work together more effectively.

We also want to better understand you, the investigator site, and how we can better serve you each day. So send us your suggestions for improving our services and any ideas you may have for future newsletter topics to LabSubjects@iconplc.com.

Best regards,

Anthony Graziosi, MBA
Associate Director, Site Services

IMPORTANT – New Site Services Contact Information

New Global Site Services Email Address

Investigator Sites worldwide can access ICON Central Laboratories' Site Services Department via e-mail using the new global e-mail address:

LabSiteHelp@iconplc.com

This e-mail box will be monitored by global Site Services personnel around the clock to ensure that you receive a prompt response to your questions and concerns.

Global Site Services Fax Numbers

Recently, some fax numbers for ICON Central laboratories have changed. Please use the numbers listed below for any fax communications:

New York	+1 631 306 5399
Dublin	+353 1 291 2777
Singapore	+65 6896 2750

Parafilm No Longer Required for Transport Containers

Effective immediately, sites will not need to wrap transport containers in parafilm. Although parafilm may be included in your collection kits, its use is no longer required. Newly supplied kits will not include this item. This change is due to a recent clarification of IATA regulations.

Better Service in Any Language

ICON Central Laboratories now has professional language interpreters available to assist you. When you dial our Site Services Department, simply request telephone support in the language in which you are most comfortable. Our Site Services Department will either connect you with a staff member who is fluent in your language or immediately access our special language support line to include an interpreter who can readily translate and enable us to quickly respond to your need. In addition to being fluent in your language, our interpreters have medical training adding further assurance that your call will be handled efficiently and accurately.

And the winners are . . .

Our recent Investigator Site Survey resulted in over 2,200 responses from sites around the world that use ICON Central Laboratories. Thanks to all who responded. The feedback is already proving helpful in refining our service capabilities. In appreciation of their time, respondents were entered into a random drawing to win an iPod Nano. The fifteen winners were:

Arturo Rafael Avalos Gonzalez – *Jalisco, Mexico*
Dr. Devy Zisman – *Haifa, Israel*
Barbara McHone – *Florida, USA*
Sujata Kori – *California, USA*
Antoaneta Toncheva – *Sofia, Bulgaria*
M. Cecile Guttermuth – *Connecticut, USA*
Gail Rosenbaum – *Washington, USA*
Susana Juarez Lengua – *Lima, Peru*

Diane Gardner – *Utah, USA*
Semen Ter-Vartanyan – *Kyiv, Ukraine*
Letecia Belton – *Connecticut, USA*
Susan Smith – *California, USA*
Sophia Santopadre – *California, USA*
Deborah Wright – *Oklahoma, USA*
Maricela Calico – *Mexico City, Mexico*

ICON Central Laboratories

Checklist for Receiving Quality, Timely Test Results

Requisitions

- Thoroughly complete the laboratory requisition. (Missing or discrepant information may result in delayed lab reports.)
- Double check completed requisition for accuracy.
- Make certain that completed requisition is packed with specimens.

Specimen Collection

- Always collect specimens using the correct tube sequence. It can affect specimen integrity.
- If a required specimen cannot be collected, make a note on the requisition.
- Use the proper bar code label and be sure to properly orient and affix it to the tube.
- Properly dispose of needles and diff safes following collection. These should NOT be placed in the collection kits.

Missed Visits

- If the subject fails to complete a study visit involving laboratory testing, immediately complete a Missed Visit Form (A copy of the form is provided in your lab manual) and fax it to our Site Services Department.

Kits and Supplies

- Check kit inventory for expired kits.
- If you must replace a tube provided in the kit due to expiration or breakage, make a note on the accompanying requisition.

Specimen Shipping

- When shipping specimens for receipt by our laboratories on Saturday, use Saturday Delivery stickers and mark the airway bill for Saturday Delivery, if required.

Getting Help

- Refer to your ICON Central Laboratories manual to ensure that proper specimen collection, packaging and shipping procedures are being followed.
- Use your ICON Central Laboratories Site Services Department as your first point of contact when you have a question or concern.

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