

## Michigan Clinical Research Unit (MCRU) Scheduling Guidelines

**Purpose:** The purpose of this policy is to define and communicate standards associated with MCRU participant scheduling. Adhering to the standards will ensure consistency, and will support our ability to meet the needs of the participants, and study teams.

**Scope:** MCRU-CVC, MCRU-Dominos Farm (DF) MCRU2U, MCRU2U-Community

### **MCRU General Scheduling Guidelines:**

- All scheduling requests must be entered into the scheduling portal
- Direct all scheduling questions to the Scheduling Coordinators for the location requested; their contact information is listed below.
- Best practice; enter your request into the portal. If there is a question of availability someone from the scheduling team will contact you.
- Please be advised that schedule requests outside of these guidelines will be directed to the Scheduling Coordinators, as they are best suited to assist you.
- All requests made before noon will most likely be processed within 24 business hours.

**MCRU Central Scheduling line for all locations and services. 734-763-7363**

### **Participant Scheduling:**

**Outpatient Appointments:** Have a noon cut-off the business day before the appointment request. All requests need to go into the scheduling portal.

**MCRU2U-CVC Service: Campus (UH, Children's, Taubman Center):** M-F 8am – 4:00 pm.

**Extended Stay Appointments:** Require 14 days' notice and are offered on rotating schedule. Please check the calendar in the Scheduling Portal for availability. Changes to the schedule due to holidays/special circumstances will be reflected in the portal calendar which should be referenced prior to placing requests.

**Extended Stay Cancellation Process:** If you need to cancel or modify an extended stay appointment you must do so at least 48 hours in advance. This includes changing a participant. If a participant change is requested and it is 48hrs notice the new participant must have already been screened and is eligible to participate in your study.

### **Helpful Tips For Portal Scheduling:**

- Please only check service boxes if they are to be performed by MCRU clinical staff.
- Please indicate in the "other" section any investigational medication routes if applicable (for example, SC medication administration).
- The "other" section is an excellent way to relay additional information such as potential alternative days/times or specific room requests.
- Make sure to leave processing and shipping time when scheduling appointments.

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**Clinic Hours of operation:**

**MCRU-CVC Outpatient, pre-scheduled appointments:** 8a-8pm Monday- Saturday, 8am-4pm every other Sunday. MCRU is closed on Holidays and their corresponding weekends. Holiday closures and closures for special circumstances will be reflected in the calendar viewed within the scheduling portal.

**Extended Hours-M-F** after 8PM and Sundays.

**MCRU-Dominos Farm's Lobby M:** 7:30 am-4:00 pm Monday - Friday.

**MCRU2U-CVC Service: Campus (UH, Children's, Taubman Center):** M-F 8am –4:00 pm.

**MCRU2U-Community-** M-F 8am-4:00pm

**CONTACTS:**

**Scheduling portal:** <https://mcrulogin.med.umich.edu/scheduling/login.aspx>.

**MCRU-Central Scheduling Coordinator**

**Phone: 734-763-7363**

**Office Coordinator-Scheduling Supervisor**

**Tamara Smith**

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