

### 2009 Investigator Site Survey Launching Soon...And Your Response is Important!

Within the next few weeks, ICL will launch, via e-mail, our second annual Investigator Site Survey to the thousands of active sites we serve worldwide. The survey is an important tool for ICL to better understand your needs and preferences regarding central laboratory and related services. In 2008, as a result of the feedback we received from the survey, we were able to add a number of new site support services and enhance many existing ones.

Please take a few minutes when you receive the survey to complete and return it. If you do not have an email address on file with ICL and would like to participate, please contact your ICL regional Site Services Representative or e-mail us at [LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com) so that we can include you in the survey. Upon completion of the survey, your name will be entered in a drawing to win one of several iPod Nanos.

### New Instructions for Thermal Ambient Shippers

Many sites in India and the Asia-Pacific region have recently begun using Thermal Ambient shippers to maintain better specimen temperature control during shipping. New step-by-step assembly and packaging instructions, including photos, are now available on the Investigator Site Resource Center at: [http://www.icolabs.com/central/Investigate/Resource/packaging/icon/ambient\\_thermal.html](http://www.icolabs.com/central/Investigate/Resource/packaging/icon/ambient_thermal.html)

### New Format for Data Clarification Form (DCF)

ICL's Data Clarification Form (DCF), which is distributed to sites to clarify or obtain information, has a new look. However, the form is as important as it has always been. The DCF is critical to ensuring that all data for the study subject and visit have been captured so that ICL can deliver timely, accurate test results. If you receive a DCF, please complete and return it as soon as possible.

### ICL Opens New Expanded Lab in Singapore

On 26 June 2009 ICL officially opened its new, expanded facility in Singapore to meet the growing needs of sponsors and investigators in the Asia-Pacific region. The new, 8,611 square foot (800 square meters) facility, located just 5 minutes from the Singapore airport, provides additional space for sample receipt and processing as well as expanded laboratory facilities to support a broader test menu of routine and esoteric testing services.

Investigator sites served by ICL's Singapore laboratory facility should note the following important information:

- All couriers delivering specimens to ICL-Singapore have been notified to automatically re-route shipments to our new location.
- New airbills have been printed and sent to all active sites using our ICL facility. If you have not received replacement airbills, please contact your ICL Site Services Department.
- The new facility's shipping address is:  
ICON Central laboratories, Inc.  
Block 30 Loyang Way  
Suite #02-13 Loyang Industrial Estate  
Singapore 508769
- New Telephone/Fax Contact Information for Site Services Singapore:  
Telephone: +65 6895 8270  
Fax: +65 6542 0875  
Email: [LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com)



### Additional Toll Free Numbers for Site Services Department Now Available

To better serve the needs of our investigator sites around the globe, we continue to improve toll free telephone access to our Site Services Department. The following is a list of locations with toll free access. These numbers are also available on the Investigator Site Resource Center of our Corporate Website at: <http://www.icolabs.com/central/Investigate/Resource/index.html>

Argentina	0-800-222-2602
Australia	1800881823
Canada	1-877-797-4422
Germany	0-800-180-6766
Hong Kong*	800-93-0646
Israel	1-809-31-5679
Italy	800-87-4092
Poland	00-800-111-3950
South Korea*	00308-13-2368
United Kingdom*	0808-101-3860
United States	1-877-797-4422

## Frequently Asked Questions

### Q. Why doesn't ICL pre-label tubes?

A. Our laboratory does not provide pre-labeled tubes because we want to adhere to the professional standards set by the Clinical and Laboratory Standards Institute (CLSI, formerly NCCLS). According to the procedures set forth in this organization's documentation (01 March 2008, H3-A6, Section 8.15), tubes must be positively identified after filling, not before.

### Q. What happens if I send the lab requisition to ICL without all of the required information?

A. The one word answer is delays. It is extremely important that sites provide ALL required information on the lab requisition at the time of subject collection. This information is critical to providing proper test results. For example, determining whether a subject's lab value is within the normal range is highly dependent upon the subject's age and sometimes gender and race. Consequently, ICL cannot produce a laboratory report until this information is documented, resulting in delays that could impact the safety and appropriate clinical management of the study subject. It is important to note that when ICL receives incomplete laboratory requisitions, we continue to process the specimen for testing; however the laboratory report is held until our Site Services department can obtain full information from the site.

### Q. Does it matter how I place the bar code label on the collection tube?

A. YES! The bar code is the primary means of tracking the sample at our lab from the time of receipt through testing and storage. To ensure that it can be scanned appropriately the bar code should ALWAYS be affixed so that it is aligned with the tube (The bar code should not go around the tube.) It is also important that the label not cover the tube cap. Proper labeling facilitates scanning and prevents delays in reporting. Also, please remember to affix a bar code label in the designated place on each copy of the requisition to properly link the requisition to the samples submitted for that visit.

### Q. What steps do I need to take to ensure samples drawn near the weekend are delivered to the laboratory?

- A. When shipping samples to ICON, it is important to bear in mind some additional items when weekend shipping is involved.
- If your site has 24 hour transit to ICON, any samples shipped on Friday must be shipped for "Saturday delivery".
  - If your site has 48 hour transit to ICON, the last shipping day should be Thursday - to ensure samples are delivered to the laboratory on Saturday. Again "Saturday Delivery" must be requested with most couriers.
  - Most couriers DO NOT offer pick ups from sites on Saturdays so it is important to ensure that you bear this in mind when planning subject visits and if any special requests are required, please contact our Site Services team.

## Upcoming Holiday Schedule

Please take note of the following upcoming holidays in your region. Although ICL receives and processes specimens on all holidays, it is important to check your courier's holiday schedule, as well, to ensure timely specimen pickup and prevent shipping delays. Shaded areas indicate holidays on which there may be limited Site Services Department staff coverage.

DATE (HOLIDAY)	NEW YORK		DUBLIN		INDIA		SINGAPORE	
	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING	SITE SERVICE	COURIERS NOT DELIVERING
3-July: Independence Day (USA) (Observed)	Limited Service		Regular Hours		Regular Hours		Regular Hours	
4-July: Independence Day (USA)	Limited Service	FedEx	Regular Hours		Regular Hours		Regular Hours	
3-August: August Holiday	Regular Hours		Limited Service	TNT, DHL	Regular Hours		Regular Hours	
10-August: National Day (Observed)	Regular Hours		Regular Hours		Regular Hours		Limited Service	FedEx
14-August: Krishna Janmashtmi	Regular Hours		Regular Hours		Limited Service		Regular Hours	
15-August: Independence Day (India)	Regular Hours		Regular Hours		Limited Service		Regular Hours	
23-August: Ganesh Chaturthi	Regular Hours		Regular Hours		Limited Service		Regular Hours	
7-September: Labor Day	Limited Service	FedEx	Regular Hours		Regular Hours		Regular Hours	
21-September: Hari Raya Puasa	Regular Hours		Regular Hours		Regular Hours		Limited Service	FedEx
21-September: Id UI Fitr	Regular Hours		Regular Hours		Limited Service		Regular Hours	
28-September: Vijayadashmi	Regular Hours		Regular Hours		Limited Service		Regular Hours	

To send us ideas or suggestions for future newsletter topics, contact us at [LabSubjects@iconplc.com](mailto:LabSubjects@iconplc.com).

### North America

ICON Central Laboratories, Inc.  
123 Smith Street  
Farmingdale, NY 11735  
USA  
Toll Free – U.S. and Canada:  
+1 877 797 4422  
Tel: +1 631 306 5301  
Fax: +1 631 306 5399

### Europe

ICON Central Laboratories, Inc.  
South County Business Park  
Leopardstown, Dublin 18  
Ireland  
Tel: +353 1 291 2355  
Fax: +353 1 291 2777

### India

ICON Central Laboratories, Inc.  
Ozone Manay Tech Park  
11th KM, Hosur Road  
Garvebhavipalya  
Bangalore - 560 068  
India  
Tel: +91 80 4089 4115  
Fax: +91 80 6713 5541

### Asia

ICON Central Laboratories, Inc.  
Block 30 Loyang Way  
#02-13 Loyang Industrial Estate  
Singapore 508769  
Tel: +65 6895 8270  
Fax: +65 6542 0875

Email: [LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com)

[www.icolabs.com](http://www.icolabs.com)



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