

Lab Subjects is a biannual newsletter developed and distributed by ICON Central Laboratories to provide helpful tips and updates for the investigator sites involved in the clinical trials we support worldwide.

## Time for Spring Cleaning

### Is the freezer at your site filled with frozen samples?

Take a few minutes to check your freezer and make sure that you are sending any batched samples for your ICL-supported studies to our laboratories regularly. Sending your batched samples does more than give you extra freezer space. It enables your study sponsor and our laboratory to better track their status and ensures that batch testing and result reporting occur in a timely manner.

If you have questions regarding how to send your batch shipments, contact our Global Call Center or email us at: [labsitehelp@iconplc.com](mailto:labsitehelp@iconplc.com)

## ICON Call Center Improvements

ICON Central Laboratories has made a significant investment in our call center. We are now employing a state-of-the-art call center, with improved redundancy and customization to better support uninterrupted service for your urgent need for accurate information. This call center supports ICL's increasing global presence, and the need for access to ICON's staff of trained support service professionals for all investigational sites.

Most updates made to the call center will not be noticeable to our callers however we have made improvements to our menu options as well. For the past several months we have collected data and reformatted our menu options so that we can make your call experience to ICON Central Laboratories more efficient.

If you have been using one of our toll free numbers you may continue to do so without any interruption to service. However, please note that we have a new direct line to our call center which is **+1 919 674 5474**. All previous direct call center numbers are still operational; however, for sites without toll free numbers, we ask that you try and use this more direct toll line whenever possible. As a reminder, a listing of toll free numbers is also available on our home on the web at [www.iconplc.com/labsitehelp](http://www.iconplc.com/labsitehelp).

## Eye on Expiry

While you're clearing out freezers, don't forget to review your current kit stock for upcoming expiration dates and ensure that you are always using the oldest ones first. Periodically checking your kit inventory is a great way for you to reduce the number of urgent supply requests while helping your study sponsor contain study costs.

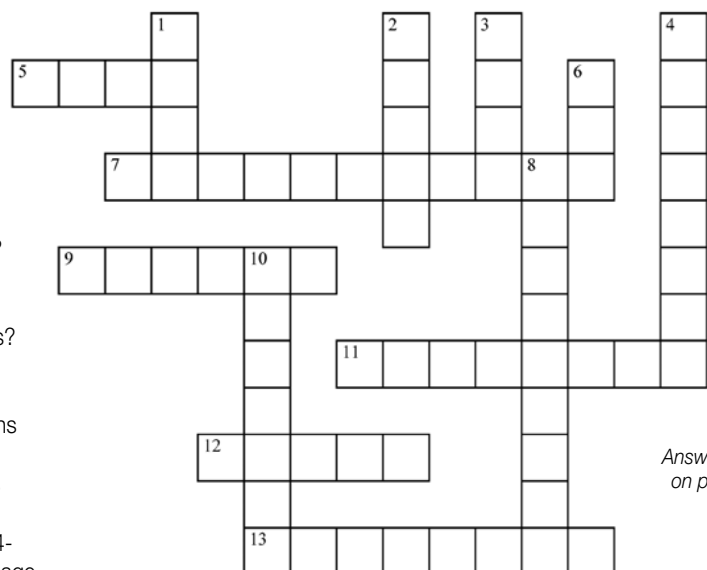
## Test Your Knowledge

### ACROSS

- The acronym for the federal agency which sets standards to ensure safe and healthful working conditions.
- Up-to-date lab certificates for all ICL locations can be printed from [www.iconplc.com/](http://www.iconplc.com/) \_\_\_\_\_.
- The \_\_\_\_\_ Cubital is usually the first vein of choice when selecting a site for venipuncture?
- The quality standard defined by the International Conference on Harmonization is known as GCP or Good Clinical \_\_\_\_\_?
- ICL has locations in the U.S., Europe, Singapore, India and \_\_\_\_\_?
- What color is the collection tube used for Hematology specimens?

### DOWN

- The acronym for the international organization that sets regulations and standards for over 230 airlines and 118 countries.
- How many days a week can you reach ICL's Global Site Services Center by phone, fax, or email?
- True or False? ICL's Global Site Services Center has access to 24-hour live interpreter services to serve sites in their preferred language.
- This device eliminates the need to remove the stopper from a tube of blood when making a peripheral blood smear.
- Sites are required to confirm receipt of panic values to the laboratory based on a \_\_\_\_\_ regulation.



Answer Key  
on page 2.

- For which of the following tubes is the blood to additive ratio most critical: The Light Blue, Lavender, Red or Green Stopper?
- Isopropyl \_\_\_\_\_ is the most common disinfectant for routine venipuncture?

Has your site found a way to improve the quality or efficiency of lab related procedures for clinical trials? If so, please send them to [LabSubjects@iconplc.com](mailto:LabSubjects@iconplc.com) so we can share them with other sites in our upcoming newsletters.

