

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.

Table of Contents

Purpose	1
Background	2
<i>Picture Archiving and Communication System (PACS)</i>	2
About PACS	2
Options for Exporting Images from PACS for Research (Data Transfers)	3
1) <i>Self-Service – AIR</i>	3
2) <i>Full-Service – Radiology CRC Core</i>	4
Contacts	5
Overview	6
<i>Quick Overview of Groups Involved</i>	6
Initial Setup for All Studies with Imaging	7
<i>Full Study Imaging Application</i>	7
How to Get Started with Full-Service Data Transfers	7
<i>Setup Your Project – Billing System</i>	8
<i>Setup Your Project – Radiology CRC Core</i>	9

Getting Started – How to Submit a New Study 9

Setup Your Project – Ordering System 14

Request Transfers – UCSF 3D Lab 17

Guidelines **17**

Policies - Overview 18

Anonymization Procedure 19

Retransfers 20

Rush Requests (within 24-48 business hours) 21

 To request rush transfers: 21

FAQ **21**

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/research/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 that 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 to create discs or transmit 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 provides 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 remove any visual/pixelated PHI
- Upload or transfer anonymized data to the sponsor upload site or sFTP
- If the process requires images on cd we can ONLY download the files onto the box
- 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> ImagingApps@ucsf.edu

Data Transfers, Self-Service (AIR)

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

Imaging Program Manager

Emma Bahroos

Emma.Bahroos@ucsf.edu

Full Study Imaging Application Contact

Amy Becker

Amy.Becker@ucsf.edu

AIR Access Contact

PACS AIR Help

Air-Help@ucsf.edu

Self-Service Rates*

<https://publish.smartsheet.com/b45786e1e4504913b9104d4ef974053c>

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

Denisha Otis

(415) 353-4216

Denisha.Otis@ucsf.edu

Data Transfers, Full Service

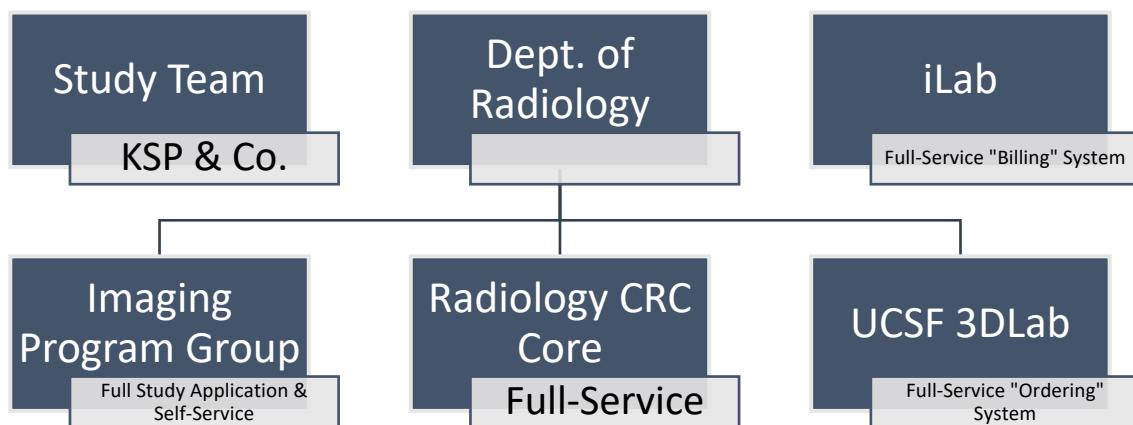
Overview

'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 sponsor upload site, or sFTP
- If process requires images on cd we can ONLY download the files onto box
- 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
 - 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
- UCSF 3D Lab
 - 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 that is different from Standard of Care imaging acquisition are required to submit a Full Study Imaging Application for review, before an imaging study may begin. Also, if your study has an imaging manual, it should also be submitted. Any imaging questionnaires or device questionnaires may be submitted to this group.

Full Study Imaging Application

This application is submitted to 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:

<https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help>

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

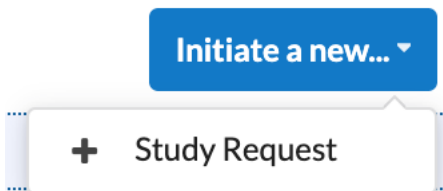
Setup Your Project – Radiology CRC Core

Getting Started – How to Submit a New Study

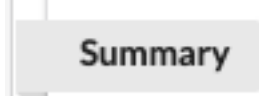
1. Navigate to the Studies Tab



2. Click the blue 'Initiate a new study' dropdown and select 'Study request'

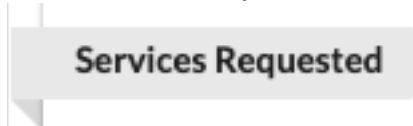


3. Under 'Summary' section, complete the following fields **only**



<p>Full Study Title (e.g. XXXXX)</p>	<p>Full study title</p> <input type="text" value="this is the full study title"/>
<p>Brief Study title (insert your Study Nickname, e.g. XX) CC#/Nickname (Example: CC11111/ASTRAZENECA)</p>	<p>Brief study title</p> <input type="text" value="this is the study nickname"/>
<p>Lead Principal Investigator</p>	<p>Lead Principal Investigator</p> <input type="text"/> <p><input type="checkbox"/> Email this person comments</p>
<p>Lead Coordinator</p> <p>** if the Lead Coordinator changes, please make sure to have the Lead Coordinator update this to a new staff member before their departure</p>	<p>Lead Coordinator</p> <input type="text" value="Start typing the name of the lead coordinator"/> <p><input type="checkbox"/> Email this person comments</p>
<p>Anticipated Start Date</p>	<p>Anticipated start date</p> <input type="text"/>
<p>Anticipated End Date</p>	<p>Anticipated end date</p> <input type="text"/>

4. Under 'Services Requested' section, complete the following fields **only**



UCSF IRB# (e.g. 12-34567)	UCSF IRB# <input type="text"/>
CC# (if applicable) (e.g. 201234)	CC # (if applicable) <input type="text"/>
Services Requested (select all that apply) – Select Full-Service Data Transfer on the dropdown via click	Services Requested (select all that apply) <input type="text"/> <div style="border: 1px solid blue; background-color: #0056b3; color: white; padding: 2px; display: inline-block; margin-top: 5px;">Full-Service Data Transfer</div> Services Requested (select all that apply) <input type="text"/> <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 2px; display: inline-block; margin-top: 5px;">x Full-Service Data Transfer</div>
Notes/Comments (if applicable)	Notes/Comments <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; display: inline-block;"> File ▾ Edit ▾ Ins </div>

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

Research team

Other Members of the Research Team:	<div style="border: 1px solid gray; padding: 5px;"> <p style="text-align: right; font-size: small;"> <input type="checkbox"/> Email comments to other members of the research team </p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th style="width: 25%;">Name</th> <th style="width: 15%;">Email</th> <th style="width: 15%;">Phone</th> <th style="width: 15%;">Type</th> <th style="width: 15%;">Note</th> <th style="width: 10%;">Actions</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="text-align: center; padding: 5px;"> <input style="width: 100%;" type="text" value="Start typing the name of additional members"/> </td> </tr> </tbody> </table> <p style="margin-top: 10px;"> Secondary study contacts <i>with iLab accounts</i> (Clinical Research Supervisor, Clinical Research Manager, or other CRCs, financial approvers) </p> </div>	Name	Email	Phone	Type	Note	Actions	<input style="width: 100%;" type="text" value="Start typing the name of additional members"/>					
Name	Email	Phone	Type	Note	Actions								
<input style="width: 100%;" type="text" value="Start typing the name of additional members"/>													

Outside Contacts:

[i](#) If one of your research team members (e.g. financial contact) does not have an iLab account, you may add them under "outside contacts".

Outside Contacts

Name	Role	Phone	Email	Note
+ outside contact				

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:

[View Form:](#) Full-Service Data Transfer - CF-52195...

Please provide some more information about your imaging study.

★ Have you submitted a Full-Study Imaging Application? yes no

★ Where should images be uploaded? ACR TRIAD AGMedNet AmbraHealth / Parexel / Perceptive BioClinica UCSF Box ClinTrak Medpace Medidata Other

★ Imaging Portal URL

★ Is the speedtype for this study loaded into your PI's Lab iLab? (Please do not submit this request until this is completed. More info on this can be found here: <https://rrp.ucsf.edu/ilab-help> or contact ilab@ucsf.edu) yes no

★ Study Speedtype (ex. MXXXXX)

★ Will this study require rush requests? Once an image has been acquired, the average turnaround time to complete a request is 5-7 business days. Images that need to be transferred in less than 5 business days (rush requests) would incur an additional charge. yes no

★ Are you requesting that images be transferred to an agency outside of UCSF? (e.g. a sponsor upload portal) yes no

★ I agree to obtain and fully comply with the Institutional Review Board (IRB) agreement for the following study: yes no

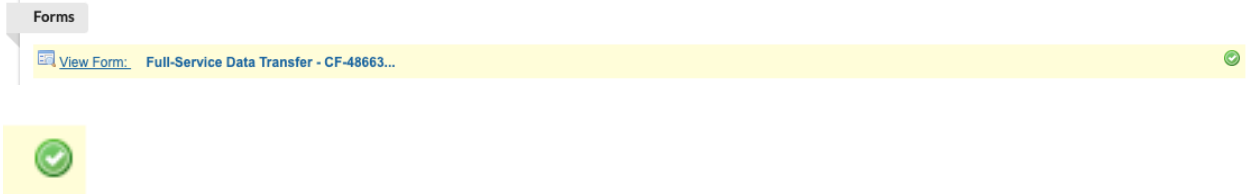
★ I acknowledge that the rates for requesting data transfers services through the Radiology CRC Core are \$80/hr for a standard request and \$100/hour for rush requests yes no

Notes/Comments

- a. Click 'Save Completed Form' at the end of each form when done.

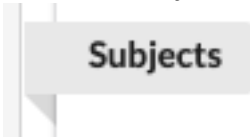
Please save your form!  

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 your study will involve human subjects, toggle the switch to "ON"

Will this study involve human subjects?	<input checked="" type="checkbox"/> ON Will this study involve human subjects?
---	--

- b. Toggle the switch to "OFF" for 'Formally track subjects in iLab'

Formally track subjects in iLab?	<input type="checkbox"/> 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 subjects <input type="text"/>
Expected visits*** per subject *** imaging visits only	Expected visits per subject <input type="text"/>

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.

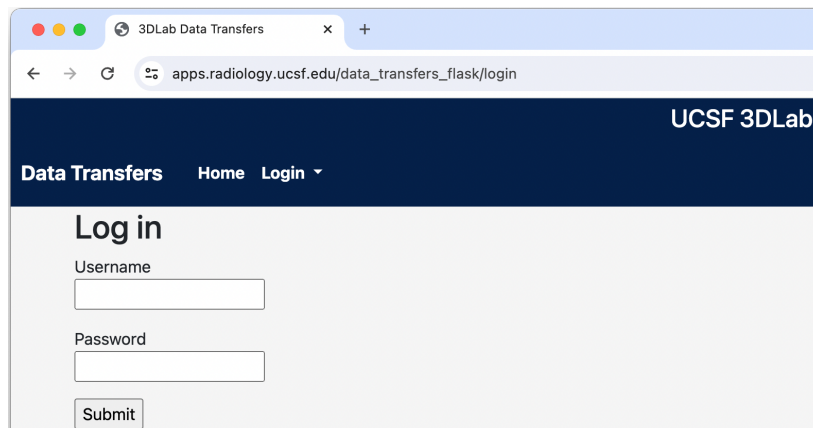
Submit

12. Once accepted, a Radiology CRC will get in touch to create a login for our UCSF 3D Lab ordering system (if applicable) and notify you of the assigned Radiology CRC.

Setup Your Project – Ordering System

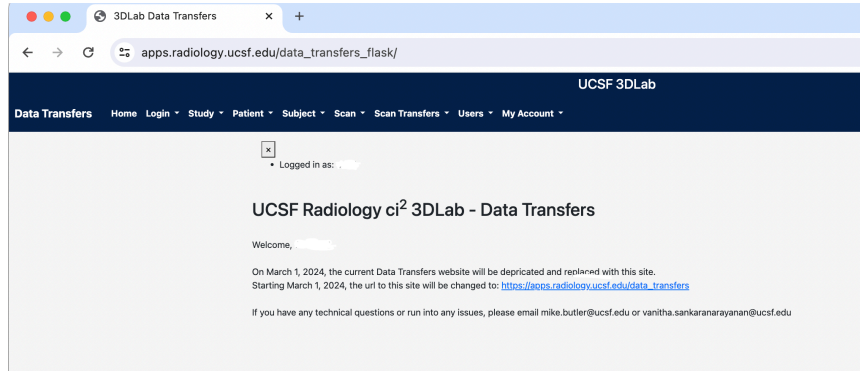
Once you have a UCSF 3D Lab login (see above), will be your main interface for making requests. Please note that UCSF 3D Lab is like a "Postmates" or a "Door Dash". UCSF 3D Lab does not actually perform the Full-Service Data Transfer. They are only the platform to put in ordering ticket. For any technical issues, please contact UCSF 3D Lab directly.

1. Create a new study in UCSF 3D Lab **(Do not create a UCSF 3D Lab account or submit new transfer request until you receive email confirmation that your ilab request was approved)**
 - a. Login to UCSF 3D Lab: https://apps.radiology.ucsf.edu/data_transfers

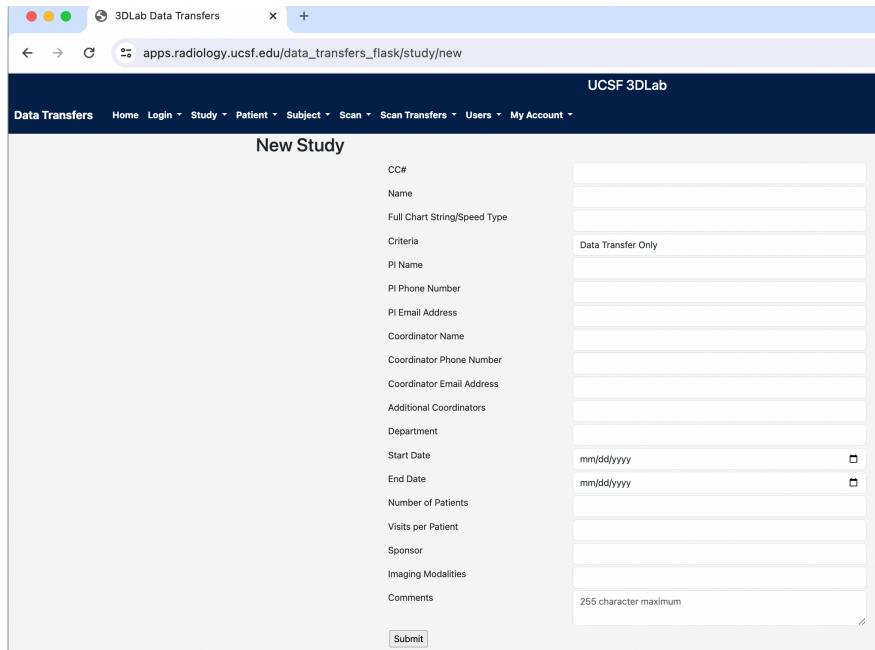


The screenshot shows a web browser window with the title '3D Lab Data Transfers'. The address bar contains the URL 'apps.radiology.ucsf.edu/data_transfers_flask/login'. The page content includes a dark blue navigation bar with the text 'UCSF 3D Lab' and links for 'Data Transfers', 'Home', and 'Login'. Below this is a 'Log in' section with two input fields: 'Username' and 'Password', followed by a 'Submit' button.

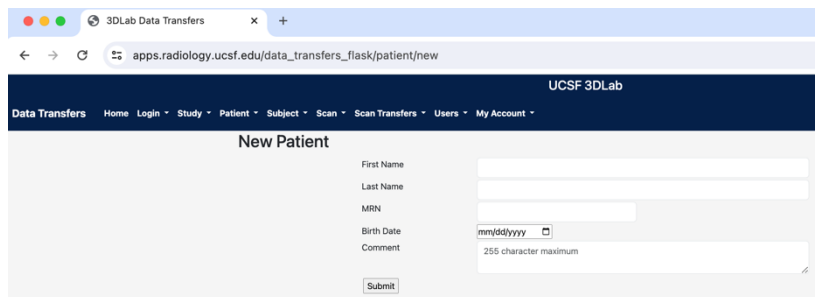
b. Use study name provided in email confirmation



c. Fill out all relevant information and click save.



d. Create a new patient.



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

The screenshot shows the 'New Subject' form in the UCSF 3D Lab system. The header is 'UCSF 3D Lab' with navigation links: Patient, Subject, Scan, Scan Transfers, Users, and My Account. The form fields are: Study (text input), Patient (text input), Baseline Date (calendar icon, format mm/dd/yyyy), and Comment (text area, 255 character maximum). A 'Submit' button is at the bottom.

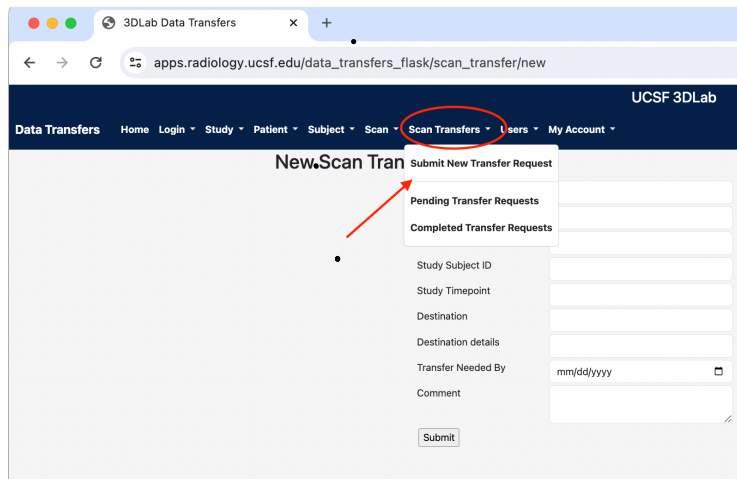
- f. Create a new scan.

The screenshot shows the 'New Scan' form in the UCSF 3D Lab system. The header is 'UCSF 3D Lab' with navigation links: Patient, Subject, Scan, Scan Transfers, Users, and My Account. The form fields are: Study (text input), Subject (text input), Scan Date (calendar icon, format mm/dd/yyyy), Scan Type (text input), Cycle (text input), Cycle Number (text input), Accession Number (text input), Outside Scan (checkbox), and Comment (text area, 255 character maximum). A 'Save Changes' button is at the bottom.

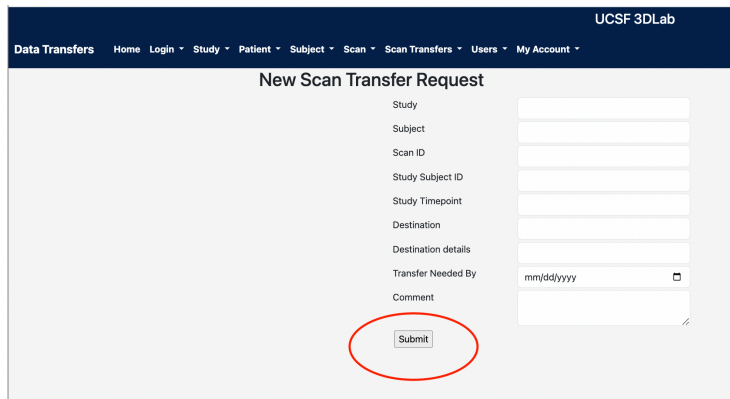
- g. You are now set up and ready to make requests!

Request Transfers – UCSF 3DLab

1. Log in to UCSF 3DLab
2. Select 'Scan Transfers' and 'Submit New Transfer Request'



3. Fill in the form and when done, click 'Submit'



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 UCSF 3D Lab 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 UCSF 3D Lab 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. UCSF 3D Lab 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 UCSF 3D Lab 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) UCSF 3D Lab 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 UCSF 3D Lab 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 UCSF 3D Lab.**

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.

Retransfers

8) 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

9) 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 UCSF 3DLab 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

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

If incorrect transfer requests are left on UCSF 3DLab 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.**
 - For ease, the study team may send the assigned Rad CRC a calendar request with the required information.

FAQ

1. *How much does each data transfer cost?*
 - a. Please refer to the website for the latest information
<https://publish.smartsheet.com/b45786e1e4504913b9104d4ef974053c>
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 UCSF 3DLab 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 UCSF 3DLab request is charged separately.
 - i. If you make one UCSF 3DLab 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 UCSF 3DLab 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 UCSF 3DLab 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 UCSF 3DLab 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