



DukeHealth

Investigational Drug Service Pharmacy

Coordinators,

****Print & post this document** for new staff or staff filling in to know how to handle IDS appointment**

1. All appointments and cancellations for subject study drug will be sent via email to the IDS group email: IDS.pharmacy@duke.edu
 - a. Please try your best to not schedule appointments the day of or the day before.
2. All emails **MUST USE** the **Protocol Number** as the Subject Line (**IDS #** included would be helpful too). This is the minimum needed to confirm the correct study. You may add the IRB # and your internal # if you wish. (**Example:** Protocol # / *IDS XXXX – Schedule Request*)
3. Within the email we need the following:
 1. Patients name:
 2. Subject #:
 3. Randomization #:
 4. MRN #:
 5. DATE: Example: 01JAN2022
 6. TIME: Reflects **pick-up from IDS** or **time you need study drug in your possession** not when the patient is scheduled.
(please include any other pertinent information for the visit in the body of your email)
4. When canceling and rescheduling an appointment, **ALL** the same info will be required.
 - a. Notify the IDS group email of a cancellation, reschedule, or a discontinuation **AS SOON AS POSSIBLE**. We do not get notified if the coordinator doesn't tell us.
- 5.

*****DO NOT** send email chains – adding to one email chain with multiple appointments

*****DO NOT** send calendar invites

*****Please DO** send 3-5 appointment dates at a time within one email. Make sure you note each date/time. Example:

1. Patients name: John Doe
2. Subject# 0001
3. Randomization# 5521 (if the coordinator knows this)
4. MRN: AAA5596
5. Dates: 01Jan2022, 12Jan2022, 28Jan2022, 03Feb2022
6. Times: 1000, 0900, 1100, 1500

Please feel free to contact IDS via EMAIL with any questions or concerns you may have.