



DukeHealth

Investigational Drug Service Pharmacy

Investigational Drug Service Pharmacy Monitor Visit Tip Sheet

➤ Scheduling

Monitor visits are self-scheduled through our website:

<https://outlook.office365.com/book/IDSPharmacyDukeUniversityHospital1@ProdDuke.onmicrosoft.com/>

1. Select the type of visit (If the day is greyed out, no appointments are available)
2. Select the time.
3. Add your details.
4. Provide additional information.
5. Click on “book”

**Monitors will receive a Vestigo confirmation email on Monday of the week of the scheduled visit.*

**All monitoring visits include vestigo access. 2 days access will be granted (the day before your visit until 17:00 the day of your visit).*

➤ Vestigo and Vestigo Verify

IDS uses an electronic accountability system called Vestigo. Monitors have access to Vestigo records through a portal called Vestigo Verify, which operates best using Google Chrome (with pop-ups ALLOWED). Monitors will receive an email from McCreddie Group/Vestigo Verify with a link to the portal (<https://monitor.vestigo.biz/>) and log in information for account creation. User names and passwords are not site unique and can be used at any Vestigo using site. Your user name should always be your email. Note— you can log into Vestigo Verify at any time, but you can only access protocols during a scheduled visit. If your login fails more than 3 times your account will be locked. You can navigate to Vestigo Support at: <https://vestigoverifysupport.vestigo.biz/>

Accountability Records:

The settings will default to include all patients and locations, but the **“Include Subject and Inventory Returns”** box MUST be checked to view proof of destruction/current drug disposition. Certificates of Destruction can be provided upon request. If the accountability log won't load, it's best to run a separate log for each location OR to change the date range to a shorter period of time.

Quarantined Drug:

Any returns or quarantined drug that have been held for monitor review can be found by navigating to the “Returns” tab. These must be authorized for on-site destruction or return to Sponsor by the Monitor during their visit.

Documentation and Reports:

Any documents designated for monitor view will populate under this tab (exception is temperature documentation). Below is an outline for where you can find some pertinent documents and reports.

- Protocol Documents: Memos, Monitoring Visit Letters, Historical Shipment Receipts
- Transaction Documents: Shipment Receipts, Historical Shipment Receipts
- Facility Documents: Policies and SOPs, Staff Licenses and Certificates, NTFs

Temperature Documentation:

Monitors can view temperature reports, excursion information, and equipment calibration certificates under this tab. Click on “view files” for the specific location to expand your view and obtain the required documents for your monitoring visit.

- ✓ Always use IDS group email to ensure prompt responses: ids.pharmacy@duke.edu