I. **Purpose:** This SOP describes the guideline for outpatient check-in & check-out at the CTRC.

II. **Scope:** This SOP applies to all outpatients at the CTRC.

III. **Applicability:** This SOP will facilitate an efficient and subject-friendly outpatient check-in/check-out process, and assure the safety of all research subjects. It is recognized that these procedures may occur prior to obtaining consent for a specific IRB-approved research study, since that discussion may not have occurred prior to the subject arriving at the CTRC and being checked in.

IV. **Responsible Parties:** The CTRC receptionist, CTRC nursing assistants, CTRC nurses and study team members.

V. **Procedures:**

A. Prior to outpatient check-in, the subject should receive instructions from the study coordinator/PI on the location of the CTRC and the outpatient check-in desk. An outpatient hospital card (white card) must be presented at every CTRC visit. The subject or study coordinator may obtain a new card by calling UNC Hospitals at 919-966-1234 or by going to the Admitting and Registration Desk on the ground floor of Memorial Hospital prior to their arrival to the CTRC.

B. The subject’s arrival time will be recorded by the CTRC staff member checking in the subject. The CTRC staff member checking in the subject will verify that the subject’s information is correct on the outpatient hospital card and in the webscheduler. The subject will be “checked-in” on the Patient Registration Sheet and in the CTRC webscheduler.

C. The CTRC staff member will page the study team member listed in the webscheduler using the telephone or pager number provided. When the study team member arrives to the CTRC, he/she will assign the subject to a room by indicating this on the dry erase board.

D. In order to ensure subject safety, every subject new to a research protocol will receive vital signs (temperature, pulse, blood pressure, respiratory rate) upon arrival to the CTRC. After the CTRC staff record the vital sign information on the Record Sheet, the form will be handed to the subject and the subject will remain in the outpatient waiting area until the study coordinator arrives. The study coordinator will then obtain the form from the subject.

E. Exceptions to obtaining vital signs on new subjects to a research protocol are as follows and will be indicated in the CTRC webscheduler for each outpatient visit.

1. Blood draw only
2. Room use only
3. Questionnaires only
4. Bionutrition consult only
5. Procedures performed in the Body Composition Lab
6. POC urine pregnancy test only
7. If the protocol specific guidelines require study team to perform vital signs using specific equipment or procedures

F. However, vital signs will be obtained on any subject that reports to the CTRC with new symptoms or complaints of shortness of breath, chest pain, radiating pain, severe nausea or any other complaints that are not mentioned above and that is judged to be serious or life threatening regardless of the exceptions.
G. In the event of measurements outside of the normal range, the vital signs will be repeated after the subject has remained seated for 5 minutes. Vital signs will be reported to the research coordinator associated with the study protocol who will determine the next course of action, in consultation with the protocol’s PI or study physician, based upon the subject’s history and study protocol. Refer to the TraCS Institute - CTRC SOP titled “Guidelines for Handling a Medical Emergency or Cardiac Arrest at the CTRC - Hospital Location: Outpatient” for procedures to follow in a medical emergency.

H. For each outpatient visit, a Record Sheet (MIM120) will be filled out unless the subject is here specifically for lab draws. Information to be recorded on the Record Sheet will include the minimum information:
   1. Subject’s name, medical record number, and date of birth
   2. Date of visit
   3. Study coordinator / Investigator present
   4. CTRC / IRB protocol number
   5. Type of visit (screening or follow-up) and whether or not consent has been signed
   6. Signature of the nurse(s) or nursing assistant(s) completing the Record Sheet

I. The study coordinator will be responsible for recording the subject’s time of departure on the Sign-Out Log and erasing information off the dry erase board. The subject’s departure time will then be recorded by a CTRC staff member on the Patient Registration Sheet and in the CTRC webscheduler.