

## Biostatistics Consulting Center (BCC) Policies

**Confidentiality policy:** Data are kept completely confidential as per HIPAA guidelines. All data are kept on a secure password protected server. Data and analyses results are never discussed with anyone not associated with the project.

**Partial and waived payments:** If the client terminates the project before it is finished the rate will be prorated to reflect the actual time on the project. If the client has limited funding we cannot alter the approved rate but we may be able to provide a partial rate subsidy. Applications for rate subsidy should be submitted to Dr. Ka He, Department of Epidemiology and Biostatistics. Conflicts in payment due would be referred to the advisory committee for resolution.

**Prioritization of work policy:** The statistical analysis for any project can potentially require a considerable number of hours, weeks, or months. It is our policy to keep a close line of communication with our clients and to make sure they clearly understand the time requirement for the analysis of their projects as well as any changes or modifications that may arise during the process. Clients will be encouraged to discuss their projects with us as early as possible. Projects are prioritized on a first come first serve basis but rearrangement will be required at times depending on investigator deadlines or changes. The key constituent here is a clear line of communication with our customers.

**Publication and authorship expectations policy:** We ask that the BCC be acknowledged in all publications resulting from data generated by the Core, and that a copy of the publication be provided to the BCC Core. We may produce reports to the advisory committee. Inclusion of BCC members as authors in publications is expected only when we provide study design and/or data analysis and interpretation of the data. If substantial intellectual contributions are required in data analysis, interpretation and/or manuscript writing are requested, co-authorship should be granted to the Core personnel involved.

Once a year the BCC proves that we provide a useful service. We provide a list of research publications made possible by using our services. Therefore, it is important that we receive copies of poster abstracts and citations of your published work using our services.

**Conflict resolution policy:** Complaints are brought to the center director, and an equitable solution is worked out whenever possible. The BCC Core Director also maintains an open door policy, so that we may take a proactive approach when any conflict arises. Complaints and conflicts are assessed and dealt with in a transparent and open manner with a positive resolution and attitude in mind. If a solution cannot be agreed upon, the complaint is brought to the attention of the BCC Core Advisory Committee for their advice and guidance.