

Module N: ClinCard Best Practices

Outline

A. ClinCard Navigation

1. Refer to Module M: ClinCard Navigation in Taleo for step by step instructions on navigating ClinCard by Greenphire
2. For access to the ClinCard system, submit request form to:
ClinresClinCard@utsouthwestern.edu

B. Ensuring Compliance

1. Segregation of duties
 - a. Users may **not** have both requestor and approver access
 - b. User Management Report from ClinCard allows users to immediately identify an individual with dual access so that it may be rectified
 - c. Strict adherence to milestone and travel related payments (per Informed Consent) will be enforced
2. Training
 - a. Payment Card Industry training must be completed within 60 days of gaining system access. UTSW users will be automatically enrolled in training via Taleo.
3. Financial Controls and Reconciliations
 - a. Study teams must regularly reconcile study participant payments; reconciliations should be performed routinely and at a minimum, monthly
 - b. SPA Clinical Trial Finance Team reviews ClinCard charges for appropriateness
 - c. The [ClinCard Portal](#) provides payment detail reports which allow tracking of payments across all studies. Users can see the study name, who created the payment, who approved the payment, the subject ID and date.



Reports



4. ClinCard Replacement Controls

- a. A participant sign off sheet should be established in the department and all ClinCard users receiving new or replacement cards should sign and acknowledge the card was received

<p>ClinCard Acceptance Form</p> <p>I, _____ acknowledge receipt of my ClinCard for the _____ study.</p> <p>_____</p> <p>Signature/Date</p>
<p>Lost or Stolen ClinCard</p> <p>I, _____ acknowledge this replacement of my lost or stolen ClinCard for the _____ study.</p> <p>_____</p> <p>Signature/Date</p>

C. Helpful Tips

- 1. See something, say something; report suspicious activity to Clinical Trial Finance Team **immediately**. Suspicious activity may include:
 - a. Transactions you don't remember as yours
 - b. Unusually large or repeated payments with inadequate documentation
 - c. Skipping required reconciliations or second reviews to meet deadlines
 - d. ID/Password sharing
 - e. Maintaining unusual work hours for no apparent reason
- 2. ClinCard [FAQs](#) can be found on the SPA website's document library
- 3. SPA staff responds to tickets in ServiceNow: SPAOutreach@utsouthwestern.edu