Clinical Research Coordinator On Call

**Origination Date:** 10/09/2015  
**Version Date:** Version 2.0 (11/2/2015)

**Purpose:**

To standardize the process for tracking and compensation of clinical research coordinators (CRCs) who provide “on call” support for research activities. For the purpose of this policy: 1) the term “CRC” is inclusive of both a clinical research coordinator and a clinical research nurse coordinator; 2) “On call” support is defined as agreeing to carry a pager in anticipation of returning to the work site to perform clinical research activities outside of normal business hours.

The following entities are covered by this policy:
Duke Medicine

**Policy:**

CRCs are often required to return to work during non-standard business hours to perform clinical research related activities. In an effort to standardize, CRU’s may recognize on-call coverage in one of two ways:

1. Provide time off during standard hours in exchange for on-call assignment. CRU’s may determine appropriate level of time off for amount of call assigned.

2. Provide $50.00 per day for each “on call” day (24 hour period). This payment is a retainer for the CRC’s time and will be paid regardless of the CRC returning to the site to conduct clinical research activities.

Not all CRC’s will be eligible to receive on call pay. The Clinical Research Unit (CRU) Leadership will determine CRCs who are eligible to receive compensation on a monthly basis.

Tracking and approval for compensation is the responsibility of the Research Practice Manager (RPM), CRU Director or designee.

**Procedure for Providing On-Call Pay:**

1. Using the CRC On Call Tracking Template, the RPM, CRU Director or designee will collect the following information regarding staff CRCs providing call support on a monthly basis:
   a. CRU name
   b. Employee’s Duke Unique ID
   c. Last and First name of the employee
   d. Reporting period – the start date and end date of the month.
e. Number of days “on call” during the reporting period. This value should be reported as a whole number. The number reported should be regardless of whether the employee actually reported to work.

f. The fund code identified for payment.

g. Any additional information needed for processing.

Data should be typed into the template and not handwritten. This data will be directly imported into a database.

2. The RPM or CRU Director will attest that the information provided on the template is correct and forward the form to both Departmental HR and docr-jobs@duke.edu for processing.

3. Departmental HR will process the compensation using its standard process.

4. DOCR will maintain a database of all CRCs compensated for “on call” research activities. This information will be used to evaluate the needs of the CRUs and our overall organization.

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