Research Flow Cytometry Core Analyzer Customer Policies

Scheduling Policy:

New clients need to have a Stratocore account with a valid budget number. To access our analyzers, users need to take all the appropriate training for the instrument of their choice. Please visit our website for more details (https://centerlink.cchmc.org/research/research---tabs/research-flow-cytometry-core/training for CCHMC badge holder, or https://www.cincinnatichildrens.org/research/cores/flow-cytometry/training for external users). Don't hesitate to contact Sherry Thornton (Sherry.Thornton@cchmc.org) or Celine Silva Lages (Celine.Silva-Lages@cchmc.org) if clarification is needed.

Schedule a time 24/7 by using Stratocore (https://ppms.us/cchmc/?RFCC). Only four hours per day can be scheduled. Times outside of this will be considered upon request. Please contact Sherry Thornton or Celine Silva Lages for approval. We will ask you to take a part of the appointment after hours (after 6 PM).

Cancellation Policy:

Cancellation of your appointment must be made via Stratocore.
If you cancel less than 5 minutes before your time, you will be charged for the appointment.
If you are more than 15 minutes late for your appointment, unless you leave a note at the instrument, you will forfeit your time and be charged if no one uses your time.

Charging Policy:

Usage of the analyzers is charged based on the time scheduled. If you used the instrument earlier than your appointment or your acquisition runs over, you would be charged for the additional time accordingly.
When using our instruments, users need to report the date, their name, their laboratory, the time they started and finished using the machine by filling the sign-up sheet on the binder close to the instrument. Failure to login results in a $10 fee.

When the acquisition is finished, the user needs to:
1) Clean the instrument and check/refill the tanks. You will need to mark on the login binder that every needed tank has been checked/refilled appropriately. Failure to login information or to refill tanks results in a $5 fee for each mark/tank.
2) Put the instrument on standby with a tube of water if required. Failure results in a fee covering the instrument usage for one hour. The user and the PI will receive a warning email. **If it occurs three times within three months, the user's rights to the instrument will be revoked.**
3) Turn off the instrument if you are the last user of the day. You have to check on Stratocore when done with your acquisition.
4) Sign out of the computer. Failure results in being charged for all the hours you were sign in until the computer is restarted by someone.

Biohazard Policy:

All our analyzers are in BL2 rooms. Leave the door closed at all times. Use of lab coat and gloves at all times is mandatory. Remove lab coat and gloves and wash hands before leaving the room.
If you are having COVID19+ samples, make sure to have snap cap on your tube when vortexing the samples.