Scheduling Policy:
New clients should contact Sherry Thornton (Sherry.Thornton@cchmc.org) or Celine Silva Lages (Celine.Silva-Lages@cchmc.org) to schedule an initial consultation.

Call 636-2770 (FACSAria’s) or 636-2054 (MoFlo) to schedule a sort time between 10 am and 5 pm. Times outside of this will be considered upon request. We will fill out a scheduling form for each appointment. Be prepared to provide details related to your sort.

Cancellation Policy:
Cancellations or modifications to the appointment must be done by phone or in person and will be confirmed via email to the client. You will be charged for the sort if you cancel less than 24 hours before the scheduled time. For Monday sorts, you must cancel by noon the preceding Friday. If a PI incurs a cancelation fee >3 times in 3 months, the PI must meet with the manager before another sort is scheduled.

Charging Policy:
Sorts are charged based on the number of hours reserved plus one hour (setup fee). For sorting at heightened BSL2 (BSL2+), an additional hour will be charged for sufficient cleaning of the instrument and work surfaces after the sort. If you are late, you will be charged for the time scheduled. If your sort time runs over, you will be charged for the additional time used. Late cancellations and no-shows will be charged the full appointment time including the setup fee, unless another person uses that time.

If you are late, be aware that ample time to complete your sort may not be available. Any modifications to your original sorting strategy, such as cell number/samples, fluorochromes, etc. should be communicated well in advance to adjust the appointment time as necessary.

You must provide the correct budget string to the sort operator for proper billing in CORES.

Unassisted Sorts: For individuals who operate the cell sorters independently, the instrument and facility should be left in clean condition and all work surfaces disinfected with Sani-cloths or 70% EtOH at the end of the day. Extra time required by RFCC personnel to clean and start up instruments the next day (i.e. sheath tank not filled, instrument not cleaned properly) or any downtime due to negligence (i.e. until staff or service engineer completes a repair), will be charged at the normal sorting rate in half-hour increments. In addition, PIs will be charged for any major consumables (i.e., nozzles, o-rings, sample line tubing) that need to be replaced due to negligence. For individuals who operate the Sony SH800, any extra chips used due to clogging will be charged at the current price of the chip.

Biohazard Policy:
Due to the fact that cell sorting generates aerosols and the cells are generally not submitted in any fixative, the biohazard risks are much greater than in analytical flow cytometry. Therefore, it is imperative to discuss any and all biohazard issues with the sorter operator. Failure to do so may result in denial of further use of the cell sorting facility. Sorting or acquisition of potentially infectious samples must be cleared with the director of the facility, Dr. Sherry Thornton, or the manager, Dr. Celine Silva Lages, and must be included in the investigator’s IBC protocol.