Introduction to IDS

VCU Health Investigational Drug Services (IDS) provides RESEARCH-ONLY pharmacy services and operates two primary locations on Medical College of Virginia (MCV) campus, as well as study dispensing oversight and guidance for satellite pharmacy locations. Please note, satellite pharmacy locations only provide IDS services under the oversight of the Main IDS if prospectively approved by IDS to ensure study logistics are feasible. See pharmacy locations at the end of this document for further details. All IDS staff are licensed by the Virginia Board of Pharmacy, have completed CITI Good Clinical Practice (GCP) and Human Subjects Research (HSR) trainings, and have considerable knowledge managing study drug protocols. VCU Health IDS has facilitated drug services for all types of studies, including government-sponsored, industry and in-house investigator initiated. Our preparation capabilities include most types of sterile and non-sterile compounding, including complex biohazardous and hazardous agent preparations. Lastly, we are able to help design randomization schemes, dispensing logistics and have considerable experience with maintaining trial blinding.

Due to rotational staff coverage, our group emails are the BEST first method of contact for operational communications:

investigational.drug@vcuhealth.org (For Main IDS or SPP studies)
OR AOP.IDS@vcuhealth.org (For AOP IDS or SP9000 studies)
Emergency ONLY Pager: (804) 628-9000; ask operator to page 9089 (Investigational Pharmacist On-Call)

Latest Updates

IDS is now split into two primary locations, Main IDS and AOP IDS. Please see locations section below for shipping details. Virtual video tours for both our locations are posted here.

- Please ensure that you prospectively communicate requested IDS service location by study and that all applicable regulatory documents including shipping address match or are updated to reflect that request.
- If you are not sure whether the desired location is logistically feasible, please consult with IDS team for a study specific plan based on inventory, preparation, and administration needs.
- Please note: Location and preparation logistics for biohazardous preparations will need special consideration and advanced communication.

IDS currently only accepts REMOTE monitoring visits with access available through Vestigo. See below Scheduling Visits section for additional details. Additional instructions/guidance are available at the end of this guide regarding:

- Self-requesting appointments in Vestigo
- Physical review options when visualization of Investigational Product (IP) is required

Once you log in, Vestigo Verify Training Videos reviewing functionality can be found under the Help Center by searching “video” and watching "Videos for Monitors: How to use Verify.”

Due to rotational coverage, we require all primary IDS staff be delegated authority on trials for dispensing related activities at Main IDS and AOP IDS. For any satellite-only trials, we recommend that primary IDS pharmacists be granted access (such as IWRS) in case satellite staff are not available and back up assistance is needed.

We strongly recommend that ALL IDS staff have IWRS accounts when applicable per study to prevent potential dispensing delays.

Our IDS SOPs are available as a compressed ZIP file folder by email, upon request.
Investigational Drug Services

Key Information for Study Teams & Monitors

**Chain of Custody**
- All pickups and deliveries for dispensed investigational product are documented with receiving study staff signature and date on paper receipts
- Study coordinators may request to be paged or called when a study medication is ready for pickup.

**Security**
- Electronic card reader locks, separate keyed drug storage, multiple security cameras

**Drug Accountability**
- Vestigo is our SOLE drug accountability source
- Inventory transactions can be marked as acknowledged by monitor during their remote access
- Monitor must authorize items in Vestigo for destruction or return to sponsor

**Temperature Records**
- Checkpoint/VPx sensors and Viewpoint software are used
- Temperature is measured every 15 minutes, data is saved on secure remote servers
- Email and pager notifications are sent 24/7 to the IDS pharmacist on-call for temperature excursions via escalating alert pathway
- Temperature documentation includes daily min/max, average, and MKT
- Temperature summaries are uploaded to Vestigo on a monthly basis for monitor review and can be downloaded during remote visits
- Temperature audit logs are reviewed/signed on a daily M-F basis and filed, thus monthly logs uploaded to Vestigo will NOT be signed
- IDS will NOT maintain separate paper temperature logs or email monthly temperature logs to study sponsor

**Scheduling Visits**
- Monitors can self-request remote pharmacy visit appointments in Vestigo, see end of this guide for further details.
- IDS does not allow in-person monitoring visits at pharmacy locations.
- IDS can coordinate with study team for any in-person monitoring needs, see end of this guide for further details.
- IDS staff will periodically review appointment requests and will accept up to 3 remote monitor visits per location per day.
- Monitoring visits should be requested with advanced notice to ensure a slot is available and that IDS staff have time to review and accept the request.
- Same day access must be entered and accepted by IDS and will only be granted for extenuating circumstances.

**Temperature Records**
- For monitors to be able receive login and place appointment requests, IDS requires all monitors to complete our Vestigo E-sign form once per study and email the signed form to the applicable group email, along with the date for initial access and study name to associate monitor to.
- IDS will grant monitors limited duration access to Vestigo for each visit (typically 24 hours on date requested).

**Staff Records**
- Current signed CVs, GCP, HSR, and licenses are maintained in OnCore Clinical Trial Management System under IDS Staff Individual User Profiles; these are available for download by study team

**Record Organization**
- IDS does not retain physical 3 ring binders and will break down any folders received and shred contents, saving items not already on file.
- Items such as the protocol, IB, correspondence, packing slips, written procedures, IVRS instructions, dosing worksheets, paper logs, etc. are stored either electronically in Vestigo and/or in a file cabinet in study-specific folders.
- Written prescriptions are stored in a separate file cabinet.
- At study close, IDS must maintain at least a copy of all of these records. IDS stores its records on site for 6 months after study closure, then archives them with Iron Mountain Storage (520 East Park Court, Sandston, VA 23150).
- Retrieval requires advance notice of at least two business days. Request long-term storage memo for further details.

**Destruction or Return of Investigational Product**
- Investigational product that is unused may be returned to the study sponsor or destroyed per institutional P&P.
- Used or partially used containers for hazardous products are NOT permitted to be stored and saved for monitor review and will be destroyed at the time of use per institutional P&P.
- Items requiring destruction will be placed in RCRA hazardous storage containers, which are collected, manifested, and shipped off site to an incineration facility (Veolia Environmental Services, 7665 Texas Highway 73, Beaumont, TX 77705).

Last updated: 3Nov2022
*Please note: all IDS locations and satellites are subject to update of hours depending on operational needs and staffing capacity; please see Holiday Observance Memo for IDS Holiday Closures*

### Investigational Drug Services Primary Pharmacy Locations

**VCU Health Main IDS**

- **Hours:** M-F 9:00-5:00 pm
- **Phone:** (804) 828-7901
- **Fax:** (804) 827-0181

**Shipping Address**

VCU Health Main IDS
1250 E. Marshall St.
Main Hospital, Basement, Room B-300
Richmond, VA 23298

**VCU Health Adult Outpatient Pavilion (AOP) IDS**

- **Hours:** M-F 9:00-5:00 pm
- **Phone:** (804) 628-7180
- **Fax:** (804) 916-2090

**Shipping Address**

VCU Health AOP IDS
1001 E. Leigh St.
AOP, 5th Floor, Room 5-182
Richmond, VA 23219

### Investigational Drug Services Satellite Pharmacy Locations

**VCU Health Short Pump Pavilion (SPP) Pharmacy**

- **Hours:** M-F 7:30-4:00 pm
- **Phone:** (804) 364-6625
- **Fax:** (804) 364-6669
- Staffing coverage by Infusion Pharmacy Team

**Shipping Address**

VCU Health Short Pump Pavilion Pharmacy, Rm 2600
11958 West Broad Street
Henrico, VA 23233

**VCU Health Stony Point (SP9000) Pharmacy**

- **Hours:** M-F 8:30-5:00 pm
- **Phone:** (804) 327-3054
- **Fax:** (804) 327-3067
- Staffing coverage by Infusion Pharmacy Team

**Shipping Address**

Please contact IDS if needed.

**Staff Directory**

**Pharmacists**

- Rebecca St. Clair, PharmD
  ([rebecca.st.clair@vcuhealth.org](mailto:rebecca.st.clair@vcuhealth.org))
- Patrice Norrell, RPh
  ([patrice.norrell@vcuhealth.org](mailto:patrice.norrell@vcuhealth.org))

**Pharmacy Technician**

- Lauren Knick, PharmD ([lauren.knick@vcuhealth.org](mailto:lauren.knick@vcuhealth.org))
- Jill Woods, CPhT ([jill.woods@vcuhealth.org](mailto:jill.woods@vcuhealth.org))

**VCU Health CCH9 Satellite Pharmacy**

Critical Care Hospital Building Room 9-303; Phone: (804) 325-2793*

*All shipments and external communications to come through Main IDS/IDS Pharmacist On-Call*

**Hours:** 24/7 coverage (inpatient ICU satellite)

- Designated for afterhours dispensing for Main IDS when logistics are prospectively agreed upon
- Satellite of VCUHS Main Inpatient Pharmacy; rotational staffing by Inpatient Pharmacy Team

Last updated: 3Nov2022
Instructions for Self-Requesting Remote Visit
Appointments within Vestigo

Vestigo allows monitors to request monitoring visits, once associated on the protocol by IDS Team. See screenshot below detailing how to create a request:

In order to request an appointment in Vestigo:
• You must already have or be granted a Vestigo login
• IDS staff must have already received your signed Vestigo E-signature form (to be completed per study; available in Vestigo facility documents or by email)
• IDS staff must have already received communication notifying that monitor will serve in unblinded CRA role for that specific protocol so we can associate you as a monitor for that study in Vestigo

Please note, VCUMC IDS is ONLY accepting remote monitoring visits at this time. We periodically review appointment requests and will accept up to 3 monitor visits per day per facility location. Monitoring visits should be requested with advanced notice to ensure a slot is available and that IDS staff have time to review and accept the request. VCUMC IDS typically grants protocol access for a 24 hour period.
Investigational Product Hand-off Process for Monitor Physical Review at In-Person Visits

Please note, because Investigational Pharmacy locations are VCU Health System restricted access areas, IDS does NOT allow in-person study or monitoring visits. Virtual video tours for both our locations are posted here.

In-person visits can occur on VCU Campus property, which allows IDS to coordinate with study team for any in-person needs.

- With advanced notice to IDS, the study coordinator can check out quarantined product and returns from IDS for physical review by monitor. Please note, study coordinator or other study team member must facilitate pick up and return from IDS to the location of the monitor.
- IDS requires returned and quarantined IP to be reviewed, processed/authorized in Vestigo by monitor at time of check out and at least quarterly.
  - IDS will NOT continue to hold the return or quarantined item on our shelf after monitor review (for example until end of study), in order to prevent storage capacity issues. Per our Destruction SOP, IDS will proceed with destruction if no response/resolution within 90 days of routine accountability.
- Product hand-off details including date and time of check out/return, and name of study coordinator it was handed off to will be documented on our internal IDS Chain of Custody Hand-Off Log.
- All product must be returned to IDS by the study coordinator for final disposition documentation on the study’s Accountability Log in Vestigo.

IDS would like to share the following additional details regarding return and destruction:

- If reviewing and authorizing for onsite destruction by IDS staff (quarantined IP, returns, and/or remaining inventory at close-out): Monitor must mark each item as authorized for destruction in Vestigo and product must be returned to IDS for destruction completion. IDS can email a Vestigo generated Certificate of Destruction if sent an email request after the destruction action is completed.
- If reviewing and authorizing for return to depot (quarantined IP, returns, and/or remaining inventory at close-out): Monitor must mark each item as authorized for return to sponsor in Vestigo; product must be returned to IDS along with prepaid label and packaging materials. The return shipment will be finalized/packaged by IDS (including removal of patient labels), with send out recorded by IDS in Vestigo and picked up from IDS area.