Invoicing Policy

The HIRO strives to provide biomedical researchers and clinicians with the highest level of service possible, but we also acknowledge that our resources have limits. It is therefore incumbent upon the HIRO to define standard procedures regarding how it invoices for services rendered and how it determines what services are invoiceable.

Invoice Generation and Distribution

The HIRO invoices on a monthly basis. The fee rate assessed on the invoice will be the rate in effect at the time services were originally rendered. The HIRO's invoicing is handled by the University's Office of Shared Research Facilities (OSRF). Invoices are generally sent to a study's Principal Investigator (PI) via email unless an alternate contact has been registered with the OSRF in accordance with their policies. HIRO invoices are subject to all relevant policies and procedures associated with OSRF-issued invoices.

Invoice Contents

Invoices for the HIRO's Image De-identification and Distribution service will be itemized on a per-exam basis – each imaging exam will be a separate line item. By default, each line item will contain the HIRO data request number, requesting user, request date, medical record number, exam date, modality, accession number, subject number, and time point associated with the delivered exam. Items that are not relevant to a particular exam will be marked “N/A.” If a HIRO user (PIs and research staff) requires different information in their invoice (for example, they require an invoice that is devoid of any patient information), this should be communicated to the HIRO at the time of the data request.

Sample Invoice Line Item (abbreviated):

<table>
<thead>
<tr>
<th>Service</th>
<th>User</th>
<th>Start Date</th>
<th>End Date</th>
<th>Units</th>
<th>Rate</th>
<th>User Code 1</th>
<th>User Code 2</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image De-id and Distrib</td>
<td>Jones, Henry</td>
<td>12/1/17</td>
<td>12/14/17</td>
<td>1</td>
<td>$50</td>
<td>HIR#: 1234</td>
<td></td>
<td>MRN: 1111 Exam Date: 1/1/1900 CT Subject#: 001, Time Point: Baseline, Acc# 5555.</td>
</tr>
</tbody>
</table>
Warranty of Work Product

If a HIRO user (PIs and research staff) believes the image data provided by the HIRO is deficient or defective, the HIRO will review the original data request and investigate the claim. Any deficiencies identified and determined to be the result of errors made by HIRO staff will be corrected at no charge to the user. The HIRO reserves the right to charge for deficiencies that are the result of errors made by the user during the original data request.

Example 1:
Dr. Smith’s team requests de-identified copies of 5 head CT scans for her IRB-approved research project. HIRO staff produce copies of the requested scans and deliver them in accordance with the data request’s instructions. After reviewing the data, Dr. Smith notes that one of the requested scans appears to be missing, while another scan appears to contain errors in some of the image files and it cannot be opened properly in an image viewer application. HIRO staff review the original data request and the delivered data and verify that one of the scans in the request was overlooked, and that there were errors in the compression of a second scan.

**HIRO staff will provide a copy of the missing scan and will provide a corrected version of the defective scan at no charge.**

Example 2:
Dr. Jones’s team requests de-identified copies of 10 abdominal MRI scans for his IRB-approved research project. HIRO staff produce copies of the requested scans and deliver them in accordance with the data request’s instructions. After reviewing the data, Dr. Jones believes that some scans appear to be missing, while none of the delivered scans can be opened properly in an image viewer application. HIRO staff review the original data request and the delivered data. After consultation with Dr. Jones, it is discovered that the original data request submitted by his team did not actually include the scans he believes are missing from the delivered data (due to an oversight by his team). It is also discovered that Dr. Jones’s team was not using a compatible image viewer application.

**Dr. Jones’s team will be advised to submit a new data request for the additional scans, which will be charged at the standard rate. HIRO staff will advise Dr. Jones’s team on how to properly view the image data.**

Responsibility of User for Work Product

HIRO users (PIs and research staff) are expected to discuss all specifications of requested services and data prior to the start of work by HIRO staff. Projects of sufficient size or complexity may utilize a formal Statement of Work if deemed necessary by HIRO leadership. Users are responsible for the payment of any invoices issued for services rendered or data delivered, regardless of their ultimate expected utility. Users may request changes or modifications to requested services or data prior to delivery but must communicate the desired
changes directly to the HIRO as soon as possible. The HIRO reserves the right to invoice for all services rendered or data delivered.

**Example 1:**
Dr. Smith requires de-identified copies of 100 chest CT scans for her IRB-approved research project. She discusses the requirements of the project with HIRO staff and they find the data request to be feasible. Dr. Smith submits the image data request via the HIRO’s website. HIRO staff produce copies of the requested scans and deliver them in accordance with Dr. Smith’s instructions. After reviewing the scans, Dr. Smith realizes she will need an additional 25 scans. She submits a new image data request to the HIRO for the additional scans. HIRO staff produce copies of the newly requested scans and deliver them in accordance with Dr. Smith’s wishes.

*Dr. Smith will receive an itemized invoice for 125 scans.*

**Example 2:**
Dr. Jones requires de-identified copies of 200 brain MRI scans for his IRB-approved research project. He discusses the requirements of the project with HIRO staff and they find the data request to be feasible. Dr. Jones submits the image data request via the HIRO’s website. HIRO staff produce copies of the requested scans and deliver them in accordance with Dr. Jones’s instructions. After reviewing the scans, Dr. Jones realizes that 25 of the scans ultimately do not meet the criteria for use in his project. He is satisfied with the remaining 175 scans and does not request any additional data.

*Dr. Jones will receive an itemized invoice for 200 scans.*

**Example 3:**
Dr. Miller requires de-identified copies of 300 whole-body PET scans for her IRB-approved research project. She discusses the requirements of the project with HIRO staff and they find the data request to be feasible. Dr. Miller submits the image data request via the HIRO’s website. While HIRO staff are processing the data request (before any data has been delivered), Dr. Miller realizes that 15 of the scans in the original request do not meet the criteria for use in her project. She immediately informs the HIRO. HIRO staff remove these 15 scans from the data request (even if the data from these scans has been partially processed). HIRO staff produce copies of the remaining scans and deliver them in accordance with Dr. Miller’s instructions.

*Dr. Miller will receive an itemized invoice for 285 scans.*
Approved by:

Nicholas Gruszauskas, Ph.D.
Technical Director, HIRO

Policy Document: Invoicing Policy