Stat Image Data Request 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 image data request turnaround times so that users can plan their requests accordingly. To accommodate requests that require faster turnaround, the HIRO has implemented a surcharge for expedited requests outlined below.

- The HIRO’s current turnaround rate, based on average total workload, is approximately **1 business day per 5 exams**. This means that the HIRO will require at least 1 business day to process a data request comprised of 5 exams or less. For example, if an investigator were to place a request for 20 CT scans, the HIRO will require at least **4 business days** to complete it in its entirety (note the actual time necessary to complete the request may vary depending on the HIRO’s current work queue).

- A minimum of **2 business days** will be required for all requests, regardless of size.

- If a user requires that a request be processed and completed faster than the standard turnaround times defined above, the HIRO will assess a **stat surcharge of $10 per exam**. The surcharge will apply to every exam in the request.

- Data requests for future exams will be considered stat if the requested completion date is within 48 hours of the expected exam acquisition date. For example, if a user submits a data request on Monday for a scan that will be performed on Wednesday and indicates that the request must be completed by Thursday, the request would be considered stat.

- Data requests submitted to the HIRO outside of its normal operating hours will be considered the next business day. This includes requests submitted after the HIRO has closed for the day. For example, a request submitted after 4PM on Monday with a 72-hour deadline would be considered stat as only 2 business days would be available to process the request.

HIRO staff will determine if an image data request qualifies as stat by evaluating the submission date, the number of exams requested, and the desired completion date. HIRO staff may contact the requestor to discuss the urgent nature of the request but they are under no obligation to do so, particularly if the deadline of the request is sufficiently short. It is assumed that the user is aware of this policy and agrees to it when submitting a request with a sufficiently short completion date. Users may also explicitly request that their data request be processed stat if desired.

If the HIRO determines that it is simply not possible to complete the entire request within the specified timeframe, the user will be contacted to discuss the request in more detail. The HIRO also reserves the right to modify its average turnaround time based on changes in staff,
resources and workload. Changes to the average turnaround time and this policy will be made public immediately and posted on the HIRO’s website.
Approved by:

Nicholas Gruszauskas, Ph.D.
Technical Director, HIRO

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