

---

# Laboratory Queries for Clinical Studies at Frontier Science Foundation

## What is a Lab Query?

Formal, tracked, inquiry sent to your laboratory from Frontier Science

## Why are Lab Queries Important?

Queries resolve data discrepancies between LDMS and other sources, such as CRFs

## Who is Responsible for the Query?

Frontier Science issues the Query. Clinical, Processing, and Assay Labs work together to resolve and respond to the Query

## Who can View the Query System?

Lab & Site Users with Frontier Science Portal Accounts can view the Query System

## Who can Respond to Queries?

Designated “Query Contact” can respond to Queries. They also receive Query Notification Emails containing a URL Frontier Science Portal utility

## Who can be a Query Contact?

Each lab should have *at least two* users designated as Query Contacts. Lab specific SOPs determine who is designated.

# Query Resolution and Response

1

## View

View the new Query in the FS Query System.

Respond to the Query **ONLY** if there are questions about the Query, there are barriers to data resolution, or the Query has been resolved.

Do NOT Respond to the Query with, "We Are Working On It", etc.

2

## Investigate

Investigate the issue. Work with the clinic and/or assay labs as needed.

3

## Identify

Identify the data discrepancy in LDMS and/or CRF: Participant, Specimen, Assay, etc.

4

## Correct

Correct the data in the eCRF or LDMS as needed.

Use the Comment field to note the original data that was changed, who made the change, and when the change was made.

5

## Notify

If applicable, notify all relevant groups, in writing, who have handled the specimen of the data correction in LDMS, including receiving and testing laboratories.

6

## Respond

Respond to the Query in the FS Query System with what was changed and who was notified of the changes.

Respond within 2 weeks of the new Query.

# Query Resolution and Response

## Common Query Types

*These Do Not Represent All Possible Query Types*

- Date/Time Discrepancies
- Duplicate Results
- Overdue Shipping
- Visit Errors
- Unexpected Specimen Code
- Missing Or Unexpected Inventory
- Missing Or Unexpected Assay Results
- Specimens Not In Storage
- PBMC Tracking Fields Are Empty

## Preventing Future Queries

- Track Query patterns over time
- Implement appropriate corrective/preventative measures for process improvement
- Perform careful data entry QA/QC
- Create a clinic-lab pathway for communicating data corrections
- Review query system often:
  - Bookmark the portal url on your web-browser

# Network Evaluation & Other Mandates

Key staff at ACTG/IMPAACT and REPRIEVE laboratories (and their corresponding sites) receive reports to assist them with monitoring their performance. Metrics include:

**Query Responsiveness:** Percentage of queries responded within 14 days

- ACTG/IMPAACT target is 90%
- REPRIEVE target is 80%

**PBMC Shipping Storage Compliance:** Percentage of PBMCs shipped within 5 weeks of collection or stored locally in liquid nitrogen

- ACTG/IMPAACT target is 95%
- N/A for REPRIEVE

**Percent shipped to the Repository:** Percentage of available specimens shipped to the Repository

- ACTG/REPRIEVE target is 95%
- N/A for IMPAACT

**Shipment Evaluation Score:** Composite score measuring quality of shipments to the BRI repository (applies to NIAID site labs only)

- ACTG/IMPAACT/REPRIEVE target is 90

*Each network has their own process for formally evaluating sites and labs*

## Required Use of the LDMS Storage Module

If a Lab's storage score of less than 100%, a Query will issued.

The Specimens Not in Storage Report can be used to identify potential gaps in LDMS storage data and can be accessed in the Reports module in LDMS. The report lists specimens that are available in a laboratory's database but have not had a storage location assigned in the Storage Module.

## Required Entry of LDMS PBMC Processing Tracking Fields

Labs are required to complete the PBMC specimen processing fields. The Specimen Processing Report can be accessed in the Reports modules in LDMS. Results can be filtered to display only viable PBMCs (Derivative=CEL), and can be filtered further by date. Labs can use this report to review logged specimens and verify that all required fields are completed.

- Processing Date
- Processing Time
- Processed By [Tech Initials]
- Total Cell Count
- Frozen Date
- Frozen Time

# Requesting FS Portal Access

## Frontier Science Portal

### Login

Username:

Password:

Login

Login help?

Reset password

Register for a Portal account

Privacy and Terms of Use

1. Navigate to frontierscience.org
2. Click “Portal Login”
3. Click “Register for a Portal account”
4. Fill out required fields
5. Indicate if Query System access is needed
6. Complete Registration

*For any issues with FS Portal registration,  
please contact User Support:  
(716) 834-0900 x7311 | ldmshelp@fstrf.org*

### New User Registration - General Information

Please note that all requests will be verified by FSTRF User Support before processing.

**\* Required Field**

#### Registrant Information

\* First Name:

\* Last Name:

# Accessing the Query System Utility

1. Notified Of Query Via Email if “Query Contact”
2. Enter FS Portal, Navigate To The Correct Project Tab, Navigate To Query System Utility
3. New & Open Queries Will Be Shown By Default
4. Adjust Filter To See Old/Closed Queries
5. FS Officially Closes The Queries Upon Resolution

*For any issues with accessing the Query System, please contact User Support: (716) 834-0900 x7311 | ldmshelp@fstrf.org*

**From:** [email@email.org](mailto:email@email.org)  
**To:** FirstName LastName <[email@email.org](mailto:email@email.org)>  
**Sent:** Day, Month Day, Year 00:00  
**Subject:** Query System Updates (MMM-YYYY-MM-DD 00:00:00.000)

Dear FirstName

IMPORTANT: This is an automated email. Due to the sensitive nature of the information involved, responses must be done through the following URL: [https://www.fstrf.org/apps/cfmx/apps/common/Portal/index\\_cfm?event=setupFrames&middleUrl=%2Fapps%2Fcfmx%2Fapps%3Fevent%3DgoToItem%26itemId%3D861](https://www.fstrf.org/apps/cfmx/apps/common/Portal/index_cfm?event=setupFrames&middleUrl=%2Fapps%2Fcfmx%2Fapps%3Fevent%3DgoToItem%26itemId%3D861).

Please note the following updates:

Project: actg  
Query ID: 782  
Status: Awaiting DMC Response

## Systems

Query System  
SES (Study Enrollment)  
Validation Certificates  
eData Distributions

Submit

Filter

Id	Study	Patids	Subject	Template	Category	Group	Lab/ Site	Sent By	Date Sent	Date Modified	Priority	Status
484	####			Missing Inventory	Inventory/Processing	Lab	XXX	FirstName LastName	DD-MMM-YYYY 00:00	DD-MMM-YYYY 00:00	Normal	New

Respond

### Description

**Subject:** Missing Plasma and PBMC Specimens

Study:XXXX  
Clinic: XXXX  
CRF Number: XXXXXX  
PID: XXXXX  
Specimen Date: DD-MMM-YYYY  
Inventory Assay: STORED PLASMA AND PBMCs

The CRF XXXXXX indicates that a specimen was collected for STORED PLASMA AND PBMCs and sent to your lab for processing. There are no matching specimens available in your LDMS inventory. If specimens are available, please log them into the LDMS, otherwise, please explain why there are no specimens available.

Laboratories using LDMS for Windows, please export your data to the LDMS system. Thank you for your efforts on this study.

FirstName LastName  
Lab Data Manager for XXXX  
Phone:###-###-#### x#####  
Email: email@email.org

For more information about the Query, reach out to the contact listed

Note: There are no files attached to the query.

# Updating Lab Contacts & Query Contact

LDMS User Support

LDMS Documentation and Training

LDMS Website

**Submit Contact Changes**

Get LDMS Updates

When a lab has personnel updates or turnover, utilize “Submit Contact Changes” to keep contacts and designations up to date:

1. Navigate to frontierscience.org
2. Click “Portal Login” and Login
3. Navigate to “Submit Contact Changes”
4. Select an LDMS Lab ID
5. Select “Edit Contact Information”
6. Update Designated Contacts with “Query Contact” set to “Yes”

**For any issues with Submit Contact Changes, please contact User Support: (716) 834-0900 x7311 | ldmshelp@fstrf.org**

ACTG Home > Submit Contact Changes

## Submit Contact Changes

Show Required Plug-ins

Lab Information

Reports

Requests

Select a lab

Lab: 1

Submit

Edit Contact Information

Query Contact

Yes

Yes

No