
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

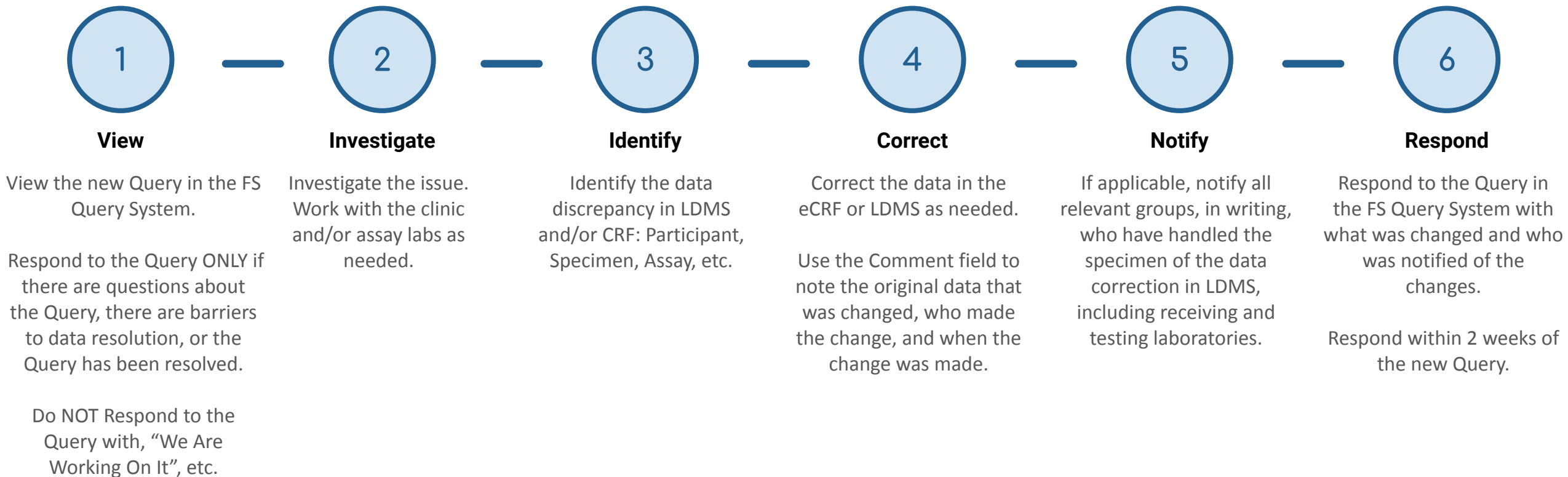
Who can Respond to Queries?

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



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
- Use Quick Add Templates
- 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 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%

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

- ACTG/IMPAACT target is 95%

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

- ACTG 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 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



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*

The image shows the 'Frontier Science Portal' login and registration page. It has a 'Login' section with fields for 'Username:' and 'Password:', a blue 'Login' button, and links for 'Login help?' and 'Reset password'. Below the login section is a link that says 'Register for a Portal account' with 'Privacy and Terms of Use' underneath it. This link is highlighted with a red rectangle. A red arrow points from the 'PORTAL LOGIN' button in the header to this registration link.

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
To: FirstName LastName <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 link:
<https://www.fstrf.org/apps/cfm/apps/common/Portal/index.cfm?event=setupFrames&middleUrl=%2Fapps%2Fcfmx%2Fapps%2Fevent%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 explain why there are no specimens available. 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

Attached Files

Note: There are no files attached to the query.

Updating Lab Contacts & Query Contact



FOR COLLABORATORS

PORTAL LOGIN

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