

## Standing Slots at CAMRI

CAMRI is now offering standing slots for both of our scanners. Below you will find the most frequently asked questions regarding the new scheduling system. If you have any additional questions about the standing slots and how they work, please email CAMRI staff at [camri-staff@listserv.bcm.edu](mailto:camri-staff@listserv.bcm.edu)

### **What do you mean by standing slots?**

Users can sign up for a standing slot on the scanner for dedicated times each week, guaranteeing availability for the user to scan. However, opting into this program you will not be able to cancel your standing slot scan on a specific date. You can only cancel your standing slot series with a one-month notice. If you book a standing slot for Monday from 9:00-11:00, for example, we will reserve it for you EVERY Monday from 9:00-11:00 until you request canceling the standing slot with one month's notice.

### **Are standing slots mandatory, or opt-in?**

You do not have to opt in to using standing slots, but instead you can book the scanners whenever they are open. This means booking during times that are not reserved for another standing slot.

### **What if I can't fill one of the standing slots that I bought?**

You are responsible for paying for your standing slot. Standing slots cannot be cancelled. However, you can sell your standing slot to other users. For example, if you know in advance you won't be using your standing slot on a particular date, you can reach out to other users to see if they agree to use it. If so, the new user will become responsible for paying for the slot for that day only. The standing slot on future dates remains with the original user as you are only selling that specific date/time. If you have booked tech time for your slot, and the other user does not buy that, it is your responsibility to cancel the tech time reservation more than 24 hours in advance of the slot. Failure to cancel the tech time when transferring if not needed will result in the initial user paying for technologist time.

### **Can tech time be booked as a standing slot?**

No, you must still work with technologists to reserve their time for each scan. Standing slots will not be refunded due to lack of technologist availability. All CAMRI users are encouraged to train one or more level 2 staff to ensure someone is available to run your scans.

### **How do I buy a standing slot?**

Contact Lacey to discuss which slots are available. You can begin using the available standing slot as soon as it was approved by CAMRI and became available on the calendar.

### **How can I change or cancel my standing slot?**

Let Lacey know by email no less than one month before the date you wish the change to take place. We will set the cancellation up for one month or more in the future and will let you know when it can begin.

### **How does this program impact the usage discount?**

This standing slot program does not alter the discount program. The discount is applied and established at billing, not at scheduling. As you continue to use the scanner, we will apply your relevant discount when you are billed for the requisite amount of scan time.

**Does this change the existing cancellation policy?**

Yes, standing slots cannot be cancelled without 1-month notice and without cancelling/changing the whole standing slot series.

**When will the standing slot program go into effect?**

We are beginning to schedule the standing slots now. We anticipate it will take the next two weeks or so to work with users to reschedule existing scans to work within their reserved times or to make room for the standing slots that are being booked. During this transition, we will work closely with affected users to explain what needs to be done and why. To reiterate, **this will result in many upcoming scans needing to be rescheduled to fit around the new standing slot schedule, even for users who are not themselves reserving a standing slot.** This change is being implemented to make sure that users feel that scan booking is fair and balanced, and we appreciate everyone's patience and compliance during this transition time.

**What happens to my already booked scans from before this program begins?**

This depends in part on what you have booked vs the standing slot times that get reserved. This change will necessarily create some disruption to the current schedule, but on the other side of the transition, we believe users will be happier with the scan booking process. Standing slot users will be working to shift their already scheduled participants into their new times, and users already booked during a new standing slot will be expected to reschedule to a newly available time. We apologize in advance for the temporary challenges and concerns.

**How often will CAMRI review standing slot usage and the schedule to ensure fairness?**

We plan to assess scanner usage and the efficiency of the standing slot program each quarter.

**Will there be flexible scheduling time on the scanner, or only standing slots?**

This will depend greatly on the number of users who sign up for standing slots. However, based on current usage and interest, we anticipate the scanners to continue to have flexible scheduling especially scanner 4.

**Shared scanned slots**

If you are interested in sharing a slot you can coordinate with other labs and work out amongst yourselves on sharing the slot. The shared slots coordination is independent from CAMRI and will require an agreement on who will be charged if it isn't needed. Some groups were interested in every other week.

If you are interested in shared slots, please let Lacey know and she will add you to the email chain. Users will be responsible for emailing each other to coordinate slot sharing.

**Covering standing slots**

If you would like to be emailed when standing slots are available or add your email to find coverage please let Lacey know.