

# Q-BITES

THE QUARTERLY NEWSLETTER BY



## ABOUT THE PAYMENT PROCESS

Financial management is essential to the success of clinical research as appropriate management of study budget ensures study is conducted on time and within budget, without sacrificing its effectiveness and quality. SC is pivotal in ensuring the financial aspect of a study flows smoothly. So, how does SC support financial management of a study?

### STEP 1

#### THE PAYMENT TRACKER

1. Confirm in CTA or with CRA if payment tracker submission is **monthly** or **quarterly**.
2. Complete all the details and submit the Payment Tracker to **CRA for verification** and **cc CRM Finance**. ARM can also be included in the email loop so that they can assist as well.

### STEP 2

#### VERIFICATION/INVOICE

1. Next is waiting for CRA to **verify** the payment tracker.
2. Once verified, CRM Finance will **issue the invoice**.
3. SC has to wait for this process to be completed, but you can always help to nudge your CRA.

### STEP 3

#### PIF AND SCSBF

1. Once payment is in, **prepare PIF and SCSBF**. Claim the relevant **SC Fees** each time.
2. Each PIF with SC Fee must be submitted with **corresponding SCSBF**.
3. Can also prepare SCSBF earlier with payment tracker for easier PIF submission.

## OVERCOMING ROADBLOCKS

### Delay in Payment Tracker completion

- Set aside a day and date to complete the payment tracker quarterly or monthly. Ensure the day does not have any patient visits. Discuss with ARM to plan to optimize the day of payment tracker completion.

### Unable to process PIF due to missing SCSBF

- Prepare the SCSBF beforehand, ensure the total amount in the PIF corresponds to the total amount in SCSBF. This will avoid back and forth email between CRM Finance and SC.

### Unable to process PIF due to insufficient fund

- Make sure the payment received is sufficient for all the PIFs prepared. Do the payment calculation correctly and plan your payments (who gets payment first) in case fund is not sufficient.

### PI not paying SC Fee once payment received

- Have discussion with PI for SC Fee to be claimed periodically rather than 6 monthly, end of the year or end of study. PI needs to understand the business nature of our service. Reach out to ARM if unable to convince PI.

Remember, the first step to initiate the payment process starts with the SC. You're the key that starts the engine. Be diligent, be focused, and let's get the payment process rolling.

## DON'T EAT CHOCOLATES



A mother took her son having fever to see the doctor. After examination, the doctor prescribed some medicines.

The mother had some additional request, "Doctor can I ask you a favour? My son eats a lot of chocolates, and his teeth are getting spoiled. Can you advise him?"

The doctor thought for a while and said, "Comeback in one week."

After one week, the mother came back with the son. The doctor then proceeded to advise the son, explaining on the dangers of overeating chocolates. The son listened attentively and agreed to follow the advice.

But the mother had a doubt, "Doctor, you could've advised him last visit. Why make us comeback after a week?"

The doctor smiled, "Because till last week, I was eating a lot of chocolates too. I had to correct myself first"

Sometimes we are quick to criticize others. We point out their mistakes and berate them for it. But how often do we reflect on our shortcomings before we pinpoint others? It is fine to inform our colleagues on their errors, but it should be to learn and improve together, not to find fault. Because sometimes, we eat that extra chocolate too.