

CLINCARD FAQ

- Am I required to use ClinCard for all of my studies?
 - No. Using ClinCard as your form of subject reimbursement is preferred, but optional. The other forms of reimbursement (check, cash, gift cards, etc.) will remain available to you.
Please note: You cannot have a 'blend' of participant compensation in the same study (such as some participants being paid via ClinCard and other participants being paid via check, cash, or gift cards).
- How do I get access to ClinCard?
 - If you have attended ClinCard training in ELM. You must e-mail your Certificate of Completion and MedCenter username to OCR@wakehealth.edu. These steps are outlined in the 'How to Enroll in ClinCard Training' document.
- I have used ClinCard in the past and already have an account with Greenphire, do I still need to attend training?
 - Yes. Although you have had an account set up through Greenphire, you are still required to attend training to obtain access to your Wake Forest Baptist Health studies that will be using ClinCard. Training is also required in order to log into the Greenphire system using your MedCenter credentials.
- Can I be a site coordinator and approver on the same study?
 - Yes. However, you cannot approve the payments that you execute.
- How do I get the ClinCards?
 - You must pick-up your ClinCards in person. Location: Meads Hall, 1st floor (CTSI Suite)
- When will I be able to pick up the ClinCards?
 - ClinCards will be available for pick-up after you have received confirmation from the Office of Clinical Research (OCR) that the study has been built in Greenphire. The OCR will send an e-mail to the study team when cards are ready for pick-up.
- Can I request more cards?
 - Yes. If you have run out of cards for your study, you can request to have more cards issued by reaching out to the Office of Clinical Research (OCR).
- Do I need to pick up all the cards at once?
 - No. The Office of Clinical Research (OCR) will work with you on how many cards you would like to pick up for your study.
- Can I keep unused cards?
 - No. Any unused cards must be returned to the Office of Clinical Research. These unused cards must remain sealed.
- Do study teams need to upload the W9 into WISER?
 - No. W9s should be submitted directly to Accounts Payable and should not be uploaded into WISER.
- I am an approver on a study, will I be notified when to approve payments?
 - Greenphire will send out a notification twice daily (6am and 4pm EST) if there are any payments pending your approval.
- Will the cards display any identifying information?
 - No. The cards will not display any patient information nor study information. The cards will only have the WFBH logo.
- Can I pay participants in advance?
 - No. You must pay based on the payment schedule outlined in the ICF and payments should only be issued upon completion of the visits in order to remain compliant. Payments should never be issued if the visit has not occurred yet.
- Is there a FAQ document for participants who are receiving payment via ClinCard?
 - Yes. However in order to provide this document to your participants, you must obtain IRB approval.