

Islet Core Policies:

- a. **Confidentiality** – The Islet Core will maintain confidentiality of its users and their need for services, in accordance with Indiana University policy. No human materials will be procured, transferred, or used in any way by the core, since such services are not currently in the schedule. Therefore, maintenance of HIPAA policies do not apply to the Islet Core.
- b. **Conflict resolution** - Conflicts arising between the Islet Core and an end user will be brought to the attention of the Core Director, Dr. Evans-Molina, who will resolve any issues in an equitable and collegial manner. Issues that cannot be resolved by the Core Director will be brought before the Core Advisory Committee.
- c. **Cost Recovery/Payment Policies** – Costs will be billed monthly by the Business Manager to each end user. The expectation is that the user will pay his/her charges in a timely fashion by providing an account number against which to charge services. In the event of disputes, such disputes will be brought to the attention of the Business Manager and Director within 2 weeks of billing. In the event payment is refused or is not paid within 3 months of the time of service, the user may be barred from further use of the Core services.
- d. **Prioritization of work** – Prioritization of Core services are given first to members of the IDRC, followed by non-members at IUSM and affiliates, followed by academic investigators from outside institutions, and lastly by non-NIH funded industry/biotech. Due to the broad nature of Core service offerings and extensive capabilities of our staff, all of whom are cross-trained to accommodate increased demand for services and vacation coverage, scheduling conflicts occur infrequently, and even less frequently when Core members discuss experimental and schedule needs in advance. Users can reserve services up to 12 weeks in advance, and we frequently discuss timelines of complex longitudinal experiments with our users. We are equipped also to handle urgent requests when the need arises. When two investigators need a time-intensive service at the same time, the conflict is resolved by the Director and Associate Director, who mediate a negotiated modification in the schedule such that both studies can be conducted. If recurring conflicts occur, they can generally be resolved through slight changes in the timing of studies.
- e. **Publication** – The user is free to publish any and all data that emanate from core services and there is no expectation of co-authorship for either the Core Manager or Core Director, unless part of a pre-arranged collaboration. It is expected that all users acknowledge services of the Islet Core in all publications