

Altman Clinical and Translational Research Institute (ACTRI)

Center for Clinical Research

Frequently Asked Questions

The ACTRI research clinics at La Jolla and Linda Vista support investigators by providing space, staff, and resources for conducting high-quality clinical research. This FAQ is designed to answer common questions about clinic operations, study initiation, services, and logistics to help study teams plan and coordinate their research activities efficiently at the Linda Vista clinic.

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General Information

1. Where are the ACTRI research clinics located?

- ACTRI @ Linda Vista: 7910 Frost St, Suite 280, San Diego, CA 92123
- ACTRI @ La Jolla: 9452 Medical Center Drive, La Jolla, CA 92037

2. What are the operating hours for ACTRI @ Linda Vista research clinic?

During normal operations, the clinic is open Monday–Friday, 8:00 AM to 5:00 PM, with flexibility based on study needs. The clinic will have restricted hours and/or days during the ramp up phase.

3. What services are offered by ACTRI?

ACTRI provides a comprehensive suite of research support services to facilitate the conduct of clinical studies. The services available include assistance with regulatory submissions, protocol development, monitoring services and study start-up activities. Additionally, studies can utilize experienced research coordinators/staffing support, assistance with data collection and management. Clinical services offered at the ACTRI @ Linda Vista clinic include clinic space for visits including nursing and laboratory services, procedures, specimen collection, processing and shipping, and limited medication administration. Comprehensive clinical services are offered at ACTRI @ La Jolla clinic. For more information on ACTRI clinical services, please visit the ACTRI website: <https://actri.ucsd.edu/resources/services/human-centered-research/CCR/clinic/index.html>

4. Who is the point of contact for the ACTRI @ Linda Vista clinic?

If you have questions about ACTRI @ Linda Vista or are interested in utilizing the clinic, please contact the CCR Project Manager, Amy Westermann, at a2westermann@health.ucsd.edu.

Study Initiation & Scheduling

5. Is the process for initiating studies different between ACTRI @ La Jolla and ACTRI @ Linda Vista research clinics?

No, both ACTRI @ La Jolla and ACTRI @ Linda Vista follow the same workflow for study setup. This unified process helps streamline operations for studies that may utilize both sites. To initiate a study at either ACTRI clinics, investigators should submit a [Clinic Research Request Form](#). Detailed guidance on study start-up, including requirements, timelines, and resources, can be found here: [Getting a Study Started at ACTRI](#).

6. How are visits scheduled at ACTRI @ Linda Vista?

In coordination with the ACTRI Operations team, research studies—specifically their associated study visits—are built into the scheduling platform, Clinical Conductor. Once a study is built and launched, coordinators are responsible for self-scheduling visits within Clinical Conductor.

7. Is there a calendar or system to view availability?

Yes, availability and reservations are managed in Clinical Conductor.

8. How far in advance should rooms and clinic services be reserved?

It is strongly recommended that study teams reserve rooms and clinic services as early as 6 months and up to 5 days in advance to ensure availability and accommodate scheduling needs. While the clinic will make every effort to support requests, reservations are subject to space and staffing availability. For visit requests less than 5 days in advance, accommodations can be considered provided capacity allows. For complex studies or those requiring multiple services, earlier reservations are encouraged to allow adequate planning and coordination. Please note that orders are required 48 hours prior to the study visit, otherwise the visit could be subject to cancelation.

Costs & Billing

9. What are the costs for using ACTRI @ Linda Vista clinic?

- Room-only visit: \$400 per visit (up to 2 hours).
- With ACTRI staff and services:
 - \$250 per visit for Federal/Non-commercial studies
 - \$307 per visit for Commercial/Industry studies
- Study start-up fee of \$1,733 for Federal/Non-Commercial studies and \$2,268 for Commercial studies.

Additional clinic services will be recharged separately, in accordance with the ACTRI @ Linda Vista Clinic Recharge Rate Sheet: https://ucsdhs.sharepoint.com/:b/t/ACTRI-Operations/Eczd_zJOztOkr9KN6kGt1EBZInSkwuiAgTMO9VaMthuw?e=FeN9MK.

Transitional Incentive: Through April 30, 2026, the VCHS is offering an incentive to support studies transitioning to the ACTRI @ Linda Vista Clinic. This incentive will cover:

- Study start-up fees
- The difference in room-only charges (PIs pay \$175; VCHS covers the remaining balance)

10. What are the costs for ACTRI staff support at Linda Vista?

- For clinical staff, RN, LVN, NP rates can be found on the ACTRI @ Linda Vista Recharge Rate Sheet: https://ucsdhs.sharepoint.com/:b/t/ACTRI-Operations/Eczd_zJOztOkr9KN6kGt1EBZInSkwuiAgTMO9VaMthuw?e=FeN9MK.
- Clinical Research Coordinator (CRC) services: ACTRI CRC Recharge Rate Sheet: https://ucsdhs.sharepoint.com/:b/t/ACTRI-Operations/EefPrJ_j_EdCldEF0mSA6MgBfCSTQEPRm9PSW5SQxmriZg?e=lQgIH5.
- Regulatory/project management: Clinical Trial Support Services (CTSS) Recharge Rate Sheet: https://ucsdhs.sharepoint.com/:b/t/ACTRI-Operations/EYuXDB7Wo_1PgetkRmBIYiYBqV07rkegHQF-Gk23LO1V7A?e=sVUULd.

11. How is billing managed for ACTRI services (La Jolla or Linda Vista)?

The ACTRI Finance team recharges monthly to the UCSD chart string provided during setup.

12. Is RCHSD Research Administration involved in invoicing for ACTRI services?

No, the ACTRI Finance team manages recharging.

13. How is billing managed for studies that include tests or procedures performed at UCSD Health?

For any tests or procedures conducted at UCSD Health, study teams must complete a UCSD-specific Coverage Analysis to determine which study-related activities are billable. Additionally, the study must be properly registered in Velos, UCSD's clinical trial management system, to ensure accurate tracking and billing of all study procedures. These steps help ensure compliance with institutional policies and proper allocation of costs for clinical research activities.

14. Are study participants/families required to pay for parking at Frost Garage?

Yes, but study teams can provide parking validations, billed to the study.

15. What support is available for early-career investigators?

The ACTRI provides support to early-career investigators through its Voucher Program, which is designed to offset research-related costs. Currently, assistant professors are eligible to receive these vouchers. Vouchers can be used to cover expenses such as core services, laboratory testing, biostatistical support, or other ACTRI resources that facilitate the development and conduct of clinical and translational research.

For full eligibility criteria, application instructions, and deadlines, please see the ACTRI Funding Opportunities and Support webpage: [ACTRI Vouchers Program](#).

Investigational Products (IP) & Pharmacy

16. What types of IP can be administered at ACTRI @ Linda Vista?

The ACTRI @ Linda Vista research clinic is equipped and staffed to support the administration of a variety of non-infusion investigational products (IP). Specifically, the clinic can accommodate:

- **Subcutaneous** (SubQ) injections
- **Intramuscular** (IM) injections

- **Oral medications** (pills, capsules, or liquids)
- **Rectal formulations** (such as suppositories)
- **Inhaled products** (via inhalers or nebulizers)
- **Sublingual medications**
- **Nasal sprays or drops**
- **Topical preparations** (creams, ointments, gels)
- **Transdermal patches**

At this time, intravenous (IV) infusion IP administration is not supported at the ACTRI @ Linda Vista research clinic. Processes for infusion are still under review, and future guidance will be provided if this capability is expanded.

All IP administration will follow protocol-specific requirements, with trained and credentialed staff ensuring proper handling, documentation, and subject safety.

17. Can RCHSD Research Pharmacy dispense IP for ACTRI @ Linda Vista?

Per Christine Chau, PharmD, the RCHSD Research Pharmacy does not currently have a standard operating procedure (SOP) permitting the transfer of investigational product (IP) between sites. Currently, the RCHSD Research Pharmacy is able to prepare and dispense simple medication for use at ACTRI @Linda Vista, including:

- Oral medication bottles and blister packets at room temperature (15-30 ° Celsius)
- Pre-filled syringes in original packaging with controlled temperature storage at room temperature (15-30° Celsius) for an allowable time as permitted by the study sponsor

Please note, all studies that utilize RCHSD Research Pharmacy for dispensing to ACTRI @ Linda Vista will have to be reviewed individually and dispensed as required by individual sponsor. For further questions, please contact the RCHSD Research Pharmacy at RXInvestigationalDrugs@rchsd.org.

18. Who can pick up IP from RCHSD Research Pharmacy?

At this time, it is our understanding that only those with RCHSD credentials (PIs, CRCs, study team) are authorized to pick up IP from the RCHSD Research Pharmacy.

19. Can the ACTRI Research Pharmacy dispense IP for ACTRI @ Linda Vista?

Yes, the ACTRI Research Pharmacy can dispense non-compounded and non-infusion IP for studies conducted at ACTRI @ Linda Vista (same non-infusion IP types listed above). The ACTRI Research Pharmacy is located within the ACTRI @ La Jolla clinic. For more information on the ACTRI Research Pharmacy: <https://actri.ucsd.edu/resources/services/human-centered-research/CCR/index.html#research-pharmacy>.

20. Who delivers IP from ACTRI Research Pharmacy to Linda Vista?

The responsibility for transporting IP from the ACTRI Research Pharmacy to ACTRI @ Linda Vista rests with the designated ACTRI CRC or the UCSD study team, depending on study assignments. Appropriate transport logs and temperature monitoring procedures must be followed during delivery to ensure integrity of the IP and compliance with applicable SOPs. A detailed IP transport SOP is forthcoming. Courier services are available as well.

Study Staff

21. Can RCHSD study teams and staff (e.g., CRCs, nurses) utilize ACTRI @ Linda Vista?

No, only UCSD Health Sciences employees can utilize this space due to credentialing and liability restrictions as the ACTRI @ Linda Vista clinic operates as part of UCSD Health Sciences. As a result, CRCs or nurses from RCHSD are not permitted to conduct coordinator nor nursing activities within this facility. However, the ACTRI offers coordinator and nursing services, which can provide a coordinator or nursing counterpart to support research activities at the ACTRI @ Linda Vista clinic. This ensures compliance with institutional policies while facilitating seamless coordination for clinical trials. To request ACTRI coordinator services, select “Coordinators & Language Translation” and submit a [Clinic Service Request](#). For ACTRI nursing support, select “Use of Clinic,” complete the request form, and submit.

If RCHSD research staff become UCSD Health Sciences employees, they can utilize the ACTRI @ Linda Vista clinic. However, please note that nurse coordinators will not be permitted to perform nursing duties at the ACTRI clinics. They can function *solely in coordinator roles* (conducting research visits, collecting data, and performing non-clinical study duties).

For questions about transitioning RCHSD to UCSD Health Sciences employment, please contact the Principal Investigators’ home department.

22. Can ACTRI clinical research coordinators (CRCs) conduct research on the RCHSD campus (outpatient clinics, inpatient)?

This is part of an ongoing discussion. At this time, ACTRI CRCs are primarily focusing on supporting activities performed at ACTRI-managed clinical research space. However, ACTRI CRCs can obtain RCHSD credentialing, which allows flexibility in the future to expend support to research activities on the RCHSD campus.

23. Can ACTRI CRCs accompany participants to other parts of the RCHSD campus?

This option will be reviewed on a per study basis depending on CRC availability and bandwidth. In the scenario where an ACTRI CRC is able to accompany participants on the RCHSD campus, it is important to note that travel time will be included in the recharge and invoiced to the study.

24. Can ACTRI CRCs access RCHSD Epic?

Yes, ACTRI CRCs can access RCHSD Epic once they have completed the required credentialing process through RCHSD. This typically involves completing RCHSD’s onboarding requirements, training modules, and any necessary compliance steps to ensure appropriate access. Once credentialed, coordinators are able to document and review information in RCHSD Epic as needed for study activities.

25. If RCHSD Epic is used for a study, do participants seen at ACTRI @ Linda Vista also need to be entered in UCSD Epic Research?

Yes, as part of UCSD Research compliance guidelines UCSDHP 340.1, any research subject must have an UCSD established Electronic Medical Record (EMR) in UCSD Epic. A UCSD Medical Record Number (MRN) is also required when scheduling a subject in Clinical Conductor for a visit at any ACTRI clinic.

26. Will RCHSD Research Administration staff currently providing IRB support at RCHSD/CPCR be able to continue offering these services after the transition?

Yes, but the fees and cost are the responsibility of the Principal Investigator, not UCSD or RCHSD.

Clinical & Research Capabilities

27. Are DEXA services available at ACTRI @ Linda Vista?

No, the ACTRI @ Linda Vista research clinic does not have on-site Dual-Energy X-ray Absorptiometry (DEXA) capabilities. However, DEXA services are available at the ACTRI @ La Jolla research clinic location. Study teams that require DEXA scans as part of their research protocol should plan to utilize the La Jolla site for these procedures. Coordination with the ACTRI @ La Jolla team is recommended in advance to ensure scheduling availability and proper integration into the study workflow.

28. Are there ophthalmology or fundoscopy services at the ACTRI @ Linda Vista?

The ACTRI @ Linda Vista and ACTRI @ La Jolla clinics have this equipment. However, we do not offer these services. Services are available at Shiley Eye Center on the UCSD La Jolla campus or on the RCHSD campus. If ophthalmology procedures are required for a study, arrangements should be made to utilize one of these alternate locations.

29. Are there ultrasound (US) services at the ACTRI @ Linda Vista research clinic?

No, ultrasound services are not currently available at the ACTRI @ Linda Vista research clinic. However, these services can be accessed at the ACTRI La Jolla location. If ultrasound procedures are required for a study, arrangements should be made to utilize the La Jolla clinic.

30. Can blood samples be processed at the ACTRI @ Linda Vista?

Yes, the ACTRI @ Linda Vista research clinic is equipped with a temperature-controlled centrifuge and has the capacity for short-term specimen storage. This allows for on-site processing of blood samples prior to transport to the appropriate laboratory or long-term storage facility, in accordance with study requirements.

31. Can ACTRI @ Linda Vista collect and process local safety labs?

Yes, local safety labs can be collected and processed at the ACTRI @ Linda Vista research clinic. After processing, samples are sent to the UCSD main campus laboratory for analysis (e.g., CALM lab). This ensures continuity with UCSD's established clinical laboratory services and compliance with institutional and sponsor requirements.

32. What equipment and resources are available onsite?

The ACTRI @ Linda Vista research clinic is equipped with a wide range of clinical and research resources to support diverse study needs. Available equipment and amenities include:

- **Exam tables** in 6 rooms, including 2 electric exam tables for enhanced accessibility.
- **Pediatric scale and stadiometer** for accurate weight and height measurements.
- **Wet diaper scale** for infant and pediatric studies.
- **Vital signs machines** in all exam rooms.
- **Ophthalmoscopes** available in each exam room.
- **EKG machine** for cardiovascular monitoring.
- **Temperature-controlled centrifuge** for processing samples onsite.
- **Sample storage capacity**, including a laboratory refrigerator and a -80°C freezer for biospecimens.
- **Refrigerator for participant food and snacks**, to accommodate studies requiring nutritional interventions or extended visits.

- **Wi-Fi and IT** support to facilitate study conduct, data capture, and remote sponsor monitoring.

These resources are designed to provide investigators and coordinators with the tools needed for efficient, high-quality clinical research, while ensuring participant comfort and safety.

33. Are private rooms available for participant visits or research procedures?

Yes, the ACTRI @ Linda Vista research clinic provides a modern, private, and well-equipped environment to support a wide range of clinical research activities. The facility includes:

- 7 dedicated exam rooms for participant visits, each designed to ensure privacy and comfort.
- 2 larger procedure rooms suitable for minor research-related procedures.
- A neurocognitive testing room specifically designed for assessments requiring a quiet and controlled setting.
- Additional clinical support space to facilitate efficient study workflows.

These spaces are intended to provide flexibility for a variety of study needs while maintaining a professional, participant-centered environment.

34. Is there access to phlebotomy or nursing support available at ACTRI @ Linda Vista?

Yes, phlebotomists, LVNs, RNs, and NPs are available.

Training, Access & Support

35. Is there onsite administrative or technical support during visits at ACTRI @ Linda Vista?

Yes. Administrative support and an onsite nurse manager are available.

36. Who should we contact for urgent issues?

- Bernadette Cale, CCR Assistant Director and Clinical Manager: bcale@health.ucsd.edu or at 619-929-1515.
- Patty Santana, Assistant Clinical Manager: pmoraes@health.ucsd.edu.

37. What training/orientation is required for study staff?

As part of the study start-up process, coordinators and other study staff will receive training to ensure they are familiar with the procedures and systems used at the ACTRI @ Linda Vista research clinic. This includes orientation to the physical space, clinic policies and procedures, and training on systems such as the visit scheduling platform (Clinical Conductor) and other study administration tools. Additional training may be provided if specific procedures, equipment, or workflows unique to the study are required. This ensures that all staff are prepared to conduct research visits efficiently, safely, and in compliance with ACTRI and institutional requirements.

38. What are the expectations for regulatory compliance?

Just like when adding a new site to a study, the Kuali IRB submission and FDA Form 1572 will need to be amended to include the ACTRI @ Linda Vista or ACTRI @ La Jolla location. The delegation of activity log should be updated to reflect the addition of new study personnel. It is recommended to check with the study sponsor to confirm the need for any additional requirements. We also require the PI has clinical privileges at UCSD.

39. Are there access restrictions/security protocols?

Yes, access to the ACTRI @ Linda Vista clinic via badging is restricted to UCSD employees that have been

approved by clinic leadership. For any incidents, notify Bernadette Cale immediately via email at bcale@health.ucsd.edu and/or via phone 858-822-1717.

For any protocol deviations, an iReport should be submitted. For guidance, refer to the SOP: [CCR-014 Filing iReport SOP CCR Clinic 10-7-25.pdf](#).

40. Is temporary onsite storage available for study materials or samples?

Limited space is available at the ACTRI @ Linda Vista research clinic for the temporary storage of study materials. This includes secure, locked cabinets for general materials, as well as controlled storage options for biological samples at room temperature, refrigerated, or frozen conditions. At present, samples may be stored on-site for up to one week before transfer or processing. Please note that this storage duration may be revised in the future depending on the level of clinic activity and overall storage demand, to ensure fair and efficient use of available resources.

41. Can I store my study binders at ACTRI @ Linda Vista?

Storage space is available on a limited basis. Study teams may store study binders and related materials at ACTRI @ Linda Vista, pending space availability and prior approval. Please coordinate with the site manager to confirm storage arrangements.

42. What will happen to research systems and resources currently hosted at RCHSD, such as REDCap? Will they be maintained, migrated, or require alternative arrangements at UCSD?

Principal Investigators should coordinate directly with RCHSD Research Administration and their UCSD home department to determine plans for research systems and resources currently hosted at RCHSD (e.g., REDCap, shared drives, or databases). Each system may require its own migration or alternative arrangement depending on data ownership, access permissions, and institutional security requirements.

For studies transitioning to an ACTRI clinic, study teams may contact the ACTRI Biomedical Informatics (BMI) Unit to discuss available informatics platforms and services, including UCSD's instance of REDCap. The BMI team can be reached at ctri-support@ucsd.edu.