



## PARTICIPANT EXPENSES POLICY

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### 1. INTRODUCTION

The organisation, as a clinic engages in both Clinical Research and Private Treatment.



Due to regulations surrounding Research Participants both within the UK and internationally, Research Participants are not permitted to be paid to participate in Research. Research Participants are only permitted to be fairly reimbursed for their time and inconvenience in taking part by reimbursement of reasonable expenses for travel/food/accommodation, and through ethically approved Stipend payments.

It is important that any payments made to research participants are made in line with any ethically approved instructions issued to the site, and that all payments made to research participants are adequately documented to ensure transparency.

The organisation recognises the importance of transparency in research participant reimbursement and acknowledges its obligation as a research site to comply with International and UK regulations and legislations related to payment of research participants.

The organisation also recognises there are clear differences between Research Participants and Private Treatment Patients and acknowledges the need for transparency of instructions to both patient groups attending clinics ran by the organisation.

## 2. PURPOSE OF THE POLICY

This policy outlines the reimbursement guidelines for travel, accommodation, and food expenses for research subjects participating in clinical trials conducted by the organization. The goal is to ensure that subjects are reimbursed fairly for reasonable expenses related to their participation while maintaining financial responsibility and transparency.

## 3. SCOPE OF THE POLICY

This policy applies to all clinics ran by the organization and all patients attending.

## 4. PROCEDURES

### **Research Appointments**

#### Pre-Screening Expenses

Participant appointments prior to signing a consent form specific to a clinical trial are regarded as pre-screening appointments.

For participants attending pre-screening visits, reasonable travel expenses may be reimbursed up to £50.

Reimbursement will cover standard public transportation costs or mileage for private vehicles at the standard rate. Taxis and other premium travel options will be considered on a case-by-case basis.



Itemised receipts must be provided for all claims. Please note non-itemised Credit Card receipts are not acceptable alone.

Any additional reimbursements issued to pre-screening subjects such as Stipends and/or Overnight hotel stays are issued on a case-by-case basis and require approval from either Head of Patient Services or Associate Medical Director.

### Clinical Study Expenses

Once a participant has signed up to a clinical trial on a study specific Informed Consent Form, travel expenses will be reimbursed up to a pre-specified limit, as determined for each study.

To ensure clarity, the exact reimbursement limits for travel and food expenses will be specified for each study, including whether overnight accommodation is possible.

Any stipends issued on the study should be mentioned in the Informed Consent Form.

Participants should contact the organisation's patient liaison team for details specific to the study they are participating in. This information can only be communicated verbally to clinical trial participants by the organisation.

The organisation reserves no rights as per the Ethical approvals of the study to issue additional payment of stipends or reimbursement of expenses over and above the limitations set by the Sponsor of the study.

As such, if expenses are submitted exceeding these limits, or considered an unreasonable expense, or submitted without itemised receipts, the organisation offers no guarantee of reimbursement of these expenses.

### Overnight Accommodation

Participants should contact the organisation team to discuss accommodation requirements prior to any bookings being made.

Hotel bookings will generally be made at Premier Inn Hotels with bookings made by the organisation's team and confirmation issued to the subject.

The organisation offers no guarantee of reimbursement for accommodation if a participant specifically requests to stay at a different hotel or arranges their own accommodation outside of the organisation's process as stated above.

### Reimbursement Process

All reimbursement requests should be submitted with appropriate itemised receipts and within a reasonable time frame after the visit. A reasonable time frame is generally considered to be within one month after the relevant visit, with exceptions to this time frame reviewed on a case-by-case basis.

Itemised receipts for travel, accommodation, and food expenses must be provided to ensure reimbursement. Please note non-itemised Credit Card receipts are not acceptable alone.

Alcohol is not a reimbursable cost.



Mileage costs will be calculated by the organisation team based on direct travel from point to the next destination point after attending an appointment, The organisation offers no guarantee for reimbursing mileage claims for journeys containing detours.

Payment of reimbursements will be made in a reasonable timeframe and generally made within one month of the expense being incurred.

### Systems of Reimbursement

The system through which you receive any reimbursement of expenses will depend on which study you may be attending the organisation for.

One vendor is Greenphire ClinCard, which will provide a payment card upon which the organisation can action deposits through a secure portal.

You will be asked to provide receipts to the organisation, and the team will then process funds onto your clincard accordingly.

Greenphire Clincard is regulated by the Financial Conduct Authority and as such must perform 'Know your Customer' checks to ensure the identity of the recipient of the payment card. For this purpose you will be required to provide Greenphire Clincard with a copy of your Identification and it is important that you provide The organisation with Name and contact details which match your Identification documents exactly to avoid any delay in receipt of any expenses reimbursement.

The organisation holds no responsibility over the timeline of reimbursement of expenses caused by the 'Know Your Customer' checking process.

Claims under the Greenphire system must be submitted in person or via email to the organisation's team.

The second vendor in use at the organisation is vHelp, which uses a secure web-based browser or mobile systems application to reimburse your expenses directly into your bank account. The Organisation's team will help you access information to either download the app directly to your own device, or can upload your receipts into vHelp on your behalf at your request.

Claims under the vHelp system can be submitted by the participant themselves by uploading an image of their receipts into the applicable visit, or by providing receipts to the organisation's team and they can facilitate uploading images of these into vHelp on their behalf. It is preferred that participants scan their own expenses into vHelp.

If a participant specifically does not want to engage in these methods of payment for their expenses they should raise this directly with the study team.

### Reasonable Expenses

In all cases, the Organisation reserves the right to determine what is defined as 'reasonable expenses' and this decision will be based on the contents of the receipt(s) submitted, any study-specific limitations on expenses, and any other information available to the organisation at the time. The organisation will endeavour to ensure all decision making is fair.

Under no circumstances is alcohol considered a 'reasonable expense' for reimbursement.



**Private Treatment Appointments**

Since Private Treatment patients are not considered volunteers, reimbursement of reasonable expenses will not apply in any circumstances.

**5. ASSOCIATED DOCUMENTS**

NeuroClin Policy – Service User Participation

**6. ROLES AND RESPONSIBILITIES**

All staff at The organisation have a responsibility to be knowledgeable in this policy related to subject expenses.

The organisation has a responsibility to share this policy with all participants at their first contact to the relevant clinic, and to circulate any updates in this policy to all active database patients.

Participants are expected to read this policy when it is provided.

**REFERENCES**

	<b>Detail</b>	<b>Signature/Date (DDMMYYYY)</b>
Document Version	2.0	Final 18Mar2025
Head of Clinical Operations and Business Development	Monica Harley	Signed by: <i>Monica Harley</i> 18-Mar-2025
Head of Contracts and Business Transformation	Alison Jones	Signed by: <i>Alison Jones</i> 21-Mar-2025
Medical Director	Jennifer Lynch	DocuSigned by: <i>Jennifer Lynch</i> 20-Mar-2025

## Certificate Of Completion

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## Signer Events

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Financial Controller

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## Signature

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7544E2C5D17B405...

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### Electronic Record and Signature Disclosure:

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ID: f8dcc6a3-8c47-4743-877f-ac4a5332886f

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Security Level: Email, Account Authentication (None)

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### Electronic Record and Signature Disclosure:

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Security Level: Email, Account Authentication (None)

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## In Person Signer Events

## Signature

## Timestamp

## Editor Delivery Events

## Status

## Timestamp

## Agent Delivery Events

## Status

## Timestamp

## Intermediary Delivery Events

## Status

## Timestamp

<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	18-Mar-25   12:17
Certified Delivered	Security Checked	18-Mar-25   12:18
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<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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