

Communicating with RSPP/IRB Office Caregivers

Our goal as Caregivers in the RSPP/IRB office is to provide answers to your questions in a timely manner. We have established the following guidelines that will allow us to operate efficiently, while ensuring that your call reaches the appropriate person as quickly as possible.

- For general questions or if you need an immediate response, please call the main line (414.219.7744 or 877.219.7744) and speak to Linda Beaumont. If there is no answer, leave a voice message and Linda will respond to your call **within 1 hour**, or the next business day if the call is after 3:15 p.m.
- If you have a question that must be answered by a *specific* RCA, please call that RCA directly. If there is no answer, leave a voice message and your call will be returned **within 24 hours**, or consider sending an e-mail instead. Please do not call several different RCAs in an attempt to receive an immediate answer.
- For CyberIRB-related issues, please call Angela for assistance. If Angela does not answer, leave a message and she will return your call **within 24 hours**. If your call is urgent, please call Linda.
- For extremely urgent matters that require an immediate response from the IRB manager (emergency use, informed consent issues, etc.), continue to page Lori (414.222.4792) or call her direct number (414.219.7740).