INTEGRATED ISLET DISTRIBUTION PROGRAM

Policy for Crediting Islet Subscription

The IIDP honors the precious gift of the donated tissue from each donor and their families. Therefore, we ask our researchers to carefully consider whether the quality of the isolated islets or tissues is truly degraded before requesting any form of credit. We have developed our standardized packaging and islet media to preserve islet quality for at least 3 days of shipping under most conditions. We include individual temperature indicators to warn of potential exposure to extremes in shipping temperatures. However, these indicators do not assess islet quality. Researchers should inspect the islets or other tissues upon receipt, document the packaging and the initial condition of the islets, and if possible, evaluate after placing islets on culture at 37° overnight before making a final assessment of their quality.

Credits for Low Yield or Poor Quality:

- The investigator must document that the person in their lab responsible for counting the IEQs has taken the IIDP's Islet Counting Workshop provided by the IIDP, or similar islet count training.
- Data will be reviewed by the IIDP quality assurance staff and a decision for granting credit will be determined.

Credits for Contaminated Samples:

- If an islet recipient discovers contamination in their shipment, they should contact the IIDP immediately. The flask should be sequestered, and all incubators decontaminated.
- IIDP will investigate the source of the contamination with the Islet Isolation Center (IIC), other recipients, and the IIDP's Human Islet Phenotyping Program (HIPP). All instances of contamination occurring prior to the delivery of the islet package to the recipient's laboratory will be granted a credit if the necessary information has been provided.

Shipping Problems and Delays:

FedEx has been the recommended courier for the IIDP's US investigators for 20 years. However, the IIDP **cannot be responsible** for delayed delivery of islets or tissues, whether for extreme weather conditions or any other FedEx issue. Likewise, please be aware that customs delays and missed flights are more likely to occur with international shipments.

- Delays in shipment deliveries due to weather extremes, mechanical breakdowns, and other courier problems are not the responsibility of the IIDP.
- Insurance can be purchased for each shipment through the courier. However, IIDP does not require this as the occurrence of extended delays are rare and such insurance is expensive.
- If a mistake was made by an IIDP IIC, such as mislabeling of the package causing a delay, please report to IIDP-email@coh.org for possible credit.

- *Note: Our packaging is standardized to maintain islet quality for at least 3 days under most conditions.*

How to Request Credit for Unusable Islets:

- Assemble all evidence to substantiate your request for credit for islets or other tissues that you deem unusable, including:
  - **Photographic evidence of the islets or tissue**, both low and high magnification as necessary
  - Functional or morphological evidence, if available, to support your request
- Allowable reasons to request credit include:
  - Unusable islets or tissues
  - Possible contamination
  - Substantially fewer Islet Equivalents (IEQs) or tissue than accepted
- For credit requests, investigators are required to:
  - Complete and submit the User Feedback Form.
  - Submit an **email request** to IIDP-email@coh.org documenting the reason for your credit request and including the evidence outlined above.

Decision Process for Credit Approval:

- All images and data will be reviewed by the IIDP quality assurance staff and compared to:
  - Data generated by the IIC pre- and post-shipment
  - Data quantified by the HIPP
  - Feedback from all other investigators receiving shipments from the same isolation
- If after review, the credit request is deemed justified, the investigator will be credited, in whole or in part, for the unsatisfactory shipment.