



Policy for Crediting Islet Subscription:

If you believe the islets you accepted are unusable, substantially less than the offered number, or lost, you may submit a credit request. For credit requests, investigators are required to submit an email with photographic documentation of the condition of the islets including low and high magnification images. If additional functional analysis data are available, the investigator should also provide that data. Investigators should submit the email documenting the complaint to James Cravens, Program Manager at jcravens@coh.org.

Credits for Low Yield or Poor Quality: For requests for credits for low counts, the investigator must document that the person in their lab responsible for counting the IEQs has taken the Islet Counting Workshop provided by IIDP or other Islet Count Training.

The images and data will be reviewed by the IIDP quality assurance staff and compared with data generated by the Human Islet Phenotyping Program (HIPP) on the isolation, as well as to the 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 for islets considered to be of poor quality or low yield.

Credits for Contaminated Samples: If an islet recipient documents a contaminated shipment and requests credit, the IIDP will investigate the claim at the isolation center, other recipients, and the HIPP. If shipments to more than one islet recipient are determined to have been contaminated, all islet recipients will receive credits for the contaminated shipment.

Credits for Shipping Problems:

US Investigators: US investigators will automatically be credited for lost Federal Express shipments, shipments delayed more than 3 days and contaminated samples.

International Investigators: Unfortunately, due to issues that arise in shipment to international investigators that are beyond the control of IIDP (i.e. customs delays, missed international flights), no credits will be issued for poor islet quality due to delayed shipments to international investigators unless due to errors by the shipping Center. International investigators will, however, be credited for shipments that are lost or contaminated.