



On August 2, the CIBMTR released the Recipient Contact Information form (F2820). This form collects a patient's name, phone numbers, mailing and email address and time zone, along with the same information for parents/guardians as appropriate. This information will be used by the CIBMTR Survey Group (SRG) to contact patients for surveys or other research related activities, such as research consent or buccal swab coordination.

The F2820 becomes due in one of two ways:

1. The patient is enrolled in a clinical trial that involves surveys or other SRG contact, as noted on the Pre-TED F2400 or study-specific forms. Currently, this only applies to BMT CTN 1702 (CTRL-ALT-D), BMT CTN 1703 (PROGRESS III), or BMT CTN 1704 (CHARM) studies.
2. The patient has granted permission for the CIBMTR to contact them for future research on their Research Database consent form, as noted on the Pre-TED F2400 (Q66 on Revision 5).

Since releasing the F2820 we have received a few similar questions from centers. These FAQ should answer most questions you will have. If you have additional questions, please submit a ticket in Service Now. In the Description field, note that your question is about the Recipient Contact Info Form F2820 to make sure your question is routed to the right team.

**Q1. When and why will SRG contact our patients? How will we know that they are being contacted for surveys?**

A1. The SRG will use these data to contact patients to collect patient reported outcomes (PRO) surveys for specific clinical trials your center is participating in, or to enroll patients and collect PRO surveys under a new long-term PRO data collection protocol currently in development, or to enroll them in future survivor or survey-only trials. Whether for specific trials or for long-term PRO data collection, the SRG will not contact your center's patients without your center's knowledge and approval. Since patients are providing permission for direct contact by CIBMTR, you won't need to reach out to the patient first to obtain additional permission for CIBMTR to contact them. That permission is captured on their Research Database consent form.

**Q2. I submitted a F2400 several months ago and the patient is not participating in any clinical trial. Why is the form coming due now?**

A2. We released the form to come due when a F2400, with 'Yes' to permission to contact for future research, is submitted or updated. This includes patient track changes. We have found that this causes more F2820s to come due than is necessary and this is causing a burden for some centers. In the next monthly Maintenance release, we are including a fix so that this only applies to forms submitted on 8/2/19 or later.

If you would like to remove F2820s that came due from F2400s submitted before 8/2/19, please submit a Service Now ticket, and we will set the form status to be No Longer Required (NRQ). If the patient enrolls in a future study that requires SRG contact, we will change the status back to Due.

**Q3. If a patient enrolls in multiple studies, will I have to complete multiple F2820s?**

A3. No. The form will come due only once for each patient. If the patient enrolls in a study a significant time after the F2820 was initially completed, we may request that you review and update with current contact information.

**Q4. Is this form required and part of CPI?**

A4. The form is not required as part of CPI. Completing it will ensure that your patient is able to participate in PRO data collection or clinical trials that involve surveys.

**Q5. How soon do I need to provide contact information?**

A5. Completing the F2820 as soon as possible will allow SRG to contact your patients for pre-treatment and early post-treatment surveys. The CIBMTR is currently exploring how to collect permission for research contact earlier in a patient's treatment journey to ensure we are able to collect pre-treatment PRO surveys.

**Q6. The patient did not include any contact information on their Research Database Consent form.**

**What information should I provide on the F2820?**

A6. You are not limited to the contact information listed on the Research Database Consent form. Our IRB approval for the Research Database allows us to collect any information in a patient's medical record. By providing permission for CIBMTR to contact them, patients are providing permission for you to provide any contact information to do so.

**Q7. The patient has passed away. How can I get rid of the form?**

A7. On [date] we are releasing a fix so that the F2820 only comes due from study enrollment or permission

for research contact if the patient's status is Alive. In a future FormsNet3 release we will release an update that deletes any F2820s in Due status when patient death is reported on the F2450 or F2900.

In the meantime, if you have Due F2820s for deceased patients, please submit a ServiceNow ticket to have those forms removed.

**Q8. What should I include in the section for Alternate Contact Information? Is this required, and have my patients consented to this?**

A8. If a patient is participating in a study that involves surveys or other outreach to people other than the patient (or their parent/guardian), such as a caregiver or related donor, this section will be used to capture their contact information. This section is currently disabled and will only be enabled for studies that require outreach to these alternate contacts.

If you see this section currently enabled on a F2820, please submit a ticket in Service Now, and include the CRID associated with the form to help us find the issue

The 2820 form instruction manual is here: <https://www.cibmtr.org/manuals/fim/1/en/topic/2820>

A PDF of the 2820 form is here:

<https://www.cibmtr.org/DataManagement/DataCollectionForms/Documents/2820/Rev2/2820R2.pdf>

If you have any further concerns or issues with the F2820, please submit a ticket in ServiceNow. If you have questions about SRG's procedures or current and upcoming projects, please contact Deborah Mattila at [dmattila@nmdp.org](mailto:dmattila@nmdp.org) or 763-406-8707.