



Philippine Children's Medical Center
Institutional Research – Ethics Committee (IR-EC)
**SOP 29.0 Management of Incoming and
Outgoing Communication**

Effective Date:
JUN 25 2021

PCMC IR-EC SOP 29.0: Management of Incoming and Outgoing Communication

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Effective Date:	
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29.0 MANAGEMENT OF INCOMING AND OUTGOING COMMUNICATION

29.1 Policy Statement

All incoming/outgoing communication shall be properly logged and described electronically and manually.

Incoming communication must have notation on date of receipt, sender with signature, nature of communication, recipient with signature and action taken

Outgoing Communication must have notation on date sent, signatory, nature of the communication, date receive and receiving agent, signature and name of the recipient.

29.2 Purpose of the Activity

To document official communication that can establish receipt and release of records and to serve as a basis for the preparation of meeting agenda.

29.3 Scope

This SOP includes the procedures for management of incoming and outgoing communication that begins from the receipt of communication and ends with the distribution to appropriate recipients.

29.4 Process Flow/Steps for Management of Incoming and Outgoing Communication

NO.	ACTIVITY	PERSON/S RESPONSIBLE
1	Receipt of communication	IR-EC Secretariat
2	Classification of communication	IR-EC Secretariat
3	Recording of communications in a logbook	IR-EC Secretariat
4	Forwarding communication to Chair	IR-EC Secretariat
5	Reviewing the Submission	IR-EC Chair
6	Deliberation of decision during full board meeting	IR-EC Members
7	Communicating IR-EC decision	IR-EC Chair, Secretariat
8	Logging the outgoing communication	IR-EC Secretariat
9	Distribution to appropriate recipients	IR-EC Secretariat



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29.5 Detailed Instructions

29.5.1 Receipt of communication

- 29.5.1.1** The Secretariat shall receive the incoming communications
- 29.5.1.2** The Secretariat shall log the communications electronically and manually in the incoming logbook.

29.5.2. Classification of communication

- 29.5.2.1** The Secretariat shall classify all communication into protocol-related and non-protocol-related.

29.5.3 Recording of communication in a logbook

- 29.5.3.1** The protocol file binders shall be kept in the shelf in vertical position and sequentially arranged according to their Protocol Code No.
- 29.5.3.2** The Secretariat shall label the storage cabinet with the year when the protocols were submitted.
- 29.5.3.3** The Secretariat shall keep all active study files in a secure filing cabinet, with access limited only to IR-EC Chair and Secretariat. The IR-EC Secretariat shall keep the keys of file storage cabinets.
- 29.5.3.4** Active files can be accessed outside of regular protocol review in accordance with the SOP 31.0 on Management of Access to Confidential Files

29.5.4 Forwarding communication to Chair

- 29.5.4.1** The Secretariat shall forward the communications to the Chair.

29.5.5 Reviewing the Submission

- 29.5.5.1** The IR-EC Chair shall review the forwarded communications and make recommendations.
- 29.5.5.2** For submission to full board review, the IR-EC Secretariat shall include the submitted communications in the meeting agenda

29.5.6 Deliberation of decision during full board meeting

- 29.5.6.1** The Chair shall present the submitted communications with his recommendation during full board meeting.

29.5.7 Communicating IR-EC decision

- 29.5.7.1** The Secretariat shall prepare the feedback communication letter for signature of the IR- EC Chair



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29.5.8 Logging the outgoing communication

29.5.8.1 The Secretariat shall log the communication electronically and in the outgoing logbook.

29.5.9 Distribution to appropriate recipients

29.5.9.1 The Secretariat shall distribute outgoing communications to appropriate recipients

29.6 Forms

29.7 Glossary