eBiostatistics Consultations

Standard Operating Procedure (SOP)

National Institute of Health (NIH)
Sector of Biostatistics & Data Repository (SBDR)

Version 1.0 2025
Admin eBiostatistics 2025

PURPOSE

Consistency	:	Ensures tasks are performed the same way every time, maintaining quality and reliability
Efficiency	:	Provides clear steps, saving time and reducing confusion or errors
Compliance	:	Ensures adherence to policies, regulations, and standards

RESPONSIBILITIES OF THE CLIENT

SOP for IN-PERSON Consultations

SCHEDULING AN APPOINTMENT	• Register at https://ebiostatistics.nih.gov.my • Provide supporting documents or information prior to the session.
ARRIVING AT THE LOCATION	• Arrive on time as per the scheduled appointment. • Bring any additional documents needed for the session. • Prepare any questions or issues in advance.
DURING THE SESSION	• Cooperate fully throughout the consultation session. • Clearly communicate your needs or concerns to the consultant.
AFTER THE SESSION	• Fill-up the **Feedback Form** through the eBiostatistics system

SOP for ONLINE Consultations

SCHEDULING AN APPOINTMENT	• Register at https://ebiostatistics.nih.gov.my • Provide supporting documents or information prior to the session.
PREPARING EQUIPMENT	• Ensure a stable internet connection. • Test the functionality of your camera, microphone, and other devices before the session. • Log in to the consultation platform 5 minutes before the scheduled time.
DURING THE SESSION	• Cooperate fully throughout the session. • Clearly communicate your needs or concerns to the consultant.
AFTER THE SESSION	• Fill-up the **Feedback Form** through the eBiostatistics system

Responsibilities of the Consultant

SOP for <u>IN-PERSON</u> Consultations

PREPARATION BEFORE THE SESSION	• Ensure the consultation room is clean, comfortable, and private. • Review documents submitted by the client. • Prepare any reference materials or tools required for the session.
DURING THE CONSULTATION SESSION	• Greet the client warmly. • Introduce yourself and explain the session's objectives. • Listen to and understand the client's needs. • Provide appropriate explanations, solutions, or recommendations.
AFTER THE SESSION	• Prepare a report or session summary (if needed). • Securely store client information following privacy policies. • Be ready for follow-up actions if required.

SOP for <u>ONLINE</u> Consultations

PREPARATION BEFORE THE SESSION	• Review documents or information submitted by the client. • Ensure all equipment, including the camera, microphone, and internet connection, is functioning properly. • Send the consultation platform link to the client in advance.
DURING THE SESSION	• Log in to the platform 5 minutes early. • Introduce yourself and ensure the client can hear and see you clearly. • Listen to and understand the client's needs. • Use screen sharing or other tools to provide clear explanations.
AFTER THE SESSION	• Prepare a report or session summary (if needed). • Securely store client information following privacy policies. • Conduct follow-up actions if necessary.