Faculty of Medicine REDCap Terms of Service

Your project will be hosted in Faculty of Medicine (FoM) REDCap platform (Research Electronic Data Capture), a data management tool used primarily for research, quality improvement (QI)/quality assurance (QA) and operational support projects. REDCap is designed with built-in features to address confidentiality and security. For REB approved research projects, it is the responsibility of the Principal Investigator or Project Lead to ensure that all data collected in REDCap suits the project needs, and that storage of all identifying information in REDCap such as email or date of birth is approved by the Research Ethics Board (REB).

The FoM Digital Solutions Data Management (DS DM) Team will provide basic support services at no cost.

Extended support services are cost recovered on an hourly basis. Basic support services include design consultation, project creation, user account creation, training, help desk and project archival. The FoM DS DM Team will maintain the software platform by implementing necessary bug fixes, security updates and appropriate technology controls for stable operation.

Extended support services include items such as designing forms, providing advanced calculation implementation, importing data from external sources, building reports, and supporting data extraction for analysis and statistics. In addition, any customization and design modifications requiring programming resources will be considered extended support.

As platform administrators, the FoM DS DM Team members have access to all projects and survey data. This access is required to facilitate support and operational activities. The FoM DS DM Team is comprised of UBC employees, who are bound by the privacy, confidentiality, non-disclosure and employment standards of UBC. Project teams are ultimately responsible for their data collection and accountable for safe handling and provisioning access to their datasets.

As per REDCap software license agreement, Research Teams must cite and acknowledge the use of REDCap platform in publications.

REDCap support hours are from 9:00 am to 5:00 pm during regular business days. For assistance, contact us at fom.redcap@ubc.ca.