

Frequently Asked Questions About Remote Site Visits

1. Who would set up the remote site visit? AAHRPP or the organization?

Each organization is responsible for setting up the logistics of the remote site visit. If the organization has questions or concerns, they should contact AAHRPP at sitevisits@aahrpp.org.

2. What activities should occur prior to the remote site visit?

The organization is required to participate in a pre-site visit check-in with the site visitors to ensure that there are no issues with the technology used for logging on to the remote site visit. Ideally, this meeting will occur, at a minimum, three days prior to the remote site visit. The organization will make arrangements for this check in.

Congruent with this, the organization should make sure that the Documents to Pull that have been identified for the site visit are available at a time prior to the site visit that is no later than the technology check-in meeting referenced above. This will allow all parties to the site visit an opportunity to confirm the availability of the documents and to troubleshoot (and fix) in advance any IT issues related to the documents' availability.

3. Who is in charge of setting up and monitoring each session during the remote meetings?

AAHRPP requests that organizations monitor each of the sessions to ensure they proceed as smoothly as possible and that individuals do not call in to the conference call until it is time for their session. Each organization is responsible for setting up the conference call line(s).

4. Can a staff member be present in the meeting to monitor?

A representative from the organization may not be present but should be readily available to the site visit team to assist in the event the site visit team has questions or needs assistance with the technology.

5. Does AAHRPP require an IT representative to be available during these sessions?

The organization should ensure that the remote site visit runs as smoothly as possible and is responsible for ensuring they have the expertise available for whatever IT is used during the site visit (i.e., options range from a traditional teleconference to the use of visual technologies such as Zoom or Webex).

6. Do the organization's interviewees need to be present in the meeting room onsite or may everyone call in?

Under normal circumstances it would be preferable (though not required) for all interviewees for a particular session to be together in the meeting room; however, given the current coronavirus public health emergency, it is expected and acceptable for interviewees asked to work remotely to be in their individual remote work spaces.

7. Do the interviewees need access to video?

Video conferencing is helpful, but a telephone conference would be acceptable.

8. How will the calls be controlled or monitored for people entering or exiting the meeting?

The Team Leader will take roll call at the beginning of each session. Organizations will be asked to inform the interviewees not to call in to the conference call until it is time for their session.

9. Can my organization record the site visit?

No. AAHRPP does not allow the video or audio recording of a remote or in-person site visit in order to preserve the integrity of the open dialogue that must occur during the site visit between the individuals in your HRPP and the site visitors.

10. Do the site visitors need to travel to be together in one room?

No, in fact, generally the site visitors should participate in the remote site visit from their own individual geographical “home” location.

11. How will the agenda accommodate time zone changes?

The agenda will list sessions based on the time zone of the organization, and in the overwhelming majority of cases, be identical to that which would be used for an in-person site visit.

12. Is there any potential violation of confidentiality?

The same procedure for an onsite visit will be followed for attendance at each session during the remote site visit; only appropriate individuals will be in attendance. The Team Leader will enforce these restrictions, as usual.

13. How will site visitors access records?

All relevant records must be accessible electronically to the site visitors, either through access to the organization’s database or to documents uploaded to a cloud server. Ideally, the organization will provide site visitors with access to their records prior to the site visit.

14. Will a secondary or follow-up in-person site visit be needed?

The remote site visit is designed to take the place of an in-person visit in toto. Therefore, the exceedingly rare circumstances for a follow-up visit would be the same as if the visit had been conducted in person, that is, if significant issues are identified or the site visit cannot be completed fully.

As with any site visit, the preferred outcome is that no secondary follow-up is necessary. Follow-up site visits are rare but occasionally occur if significant issues are identified or the site visit cannot be completed fully.

15. If an organization does not want to proceed with a remote site visit, will AAHRPP reschedule the site visit?

Due to the public health emergency, we understand that some organizations are directly involved in finding solutions and are unable to spare staff for a site visit. AAHRPP will be flexible and willing to postpone a site visit with no negative consequences, if such becomes necessary.