

# BMC ClinCard Satisfaction Survey

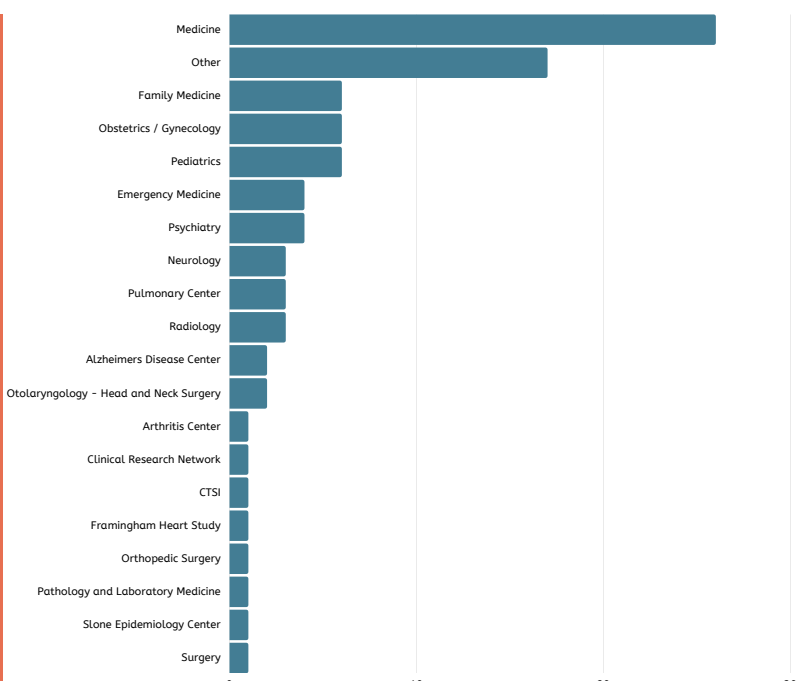
March 2023

## 1

### Submissions:

This survey was sent to ClinCard users and members of the research community at BMC involved with human research.

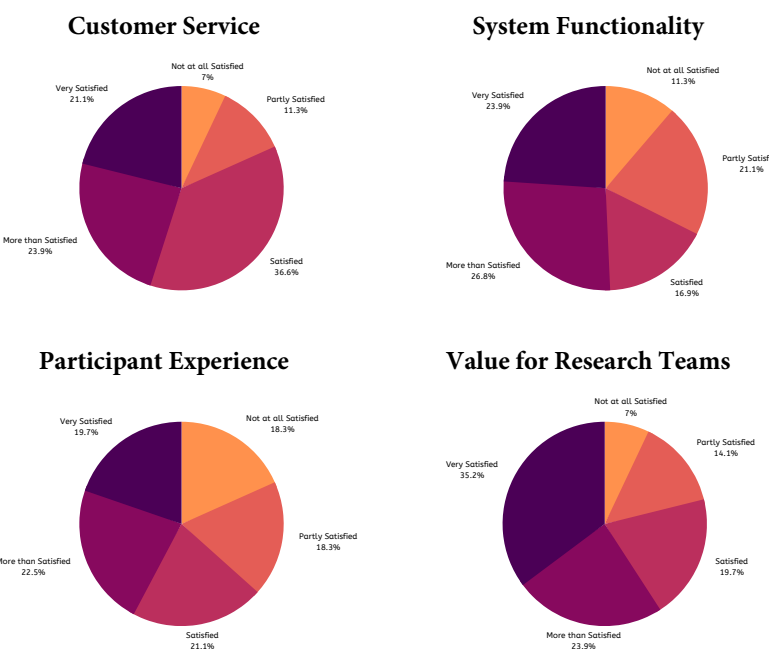
Of the 90 individual responses we received, 71 are using ClinCard for participant reimbursement.



## 2

### Satisfaction:

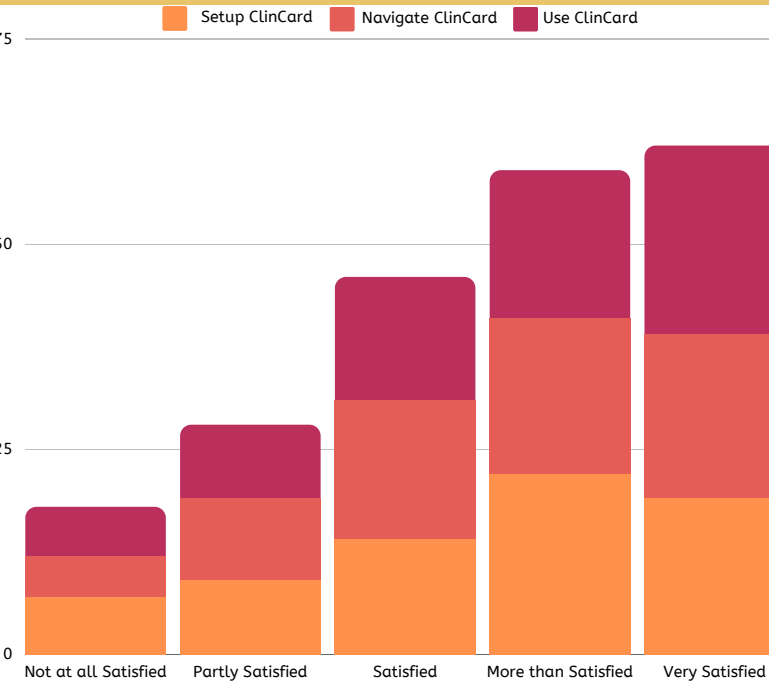
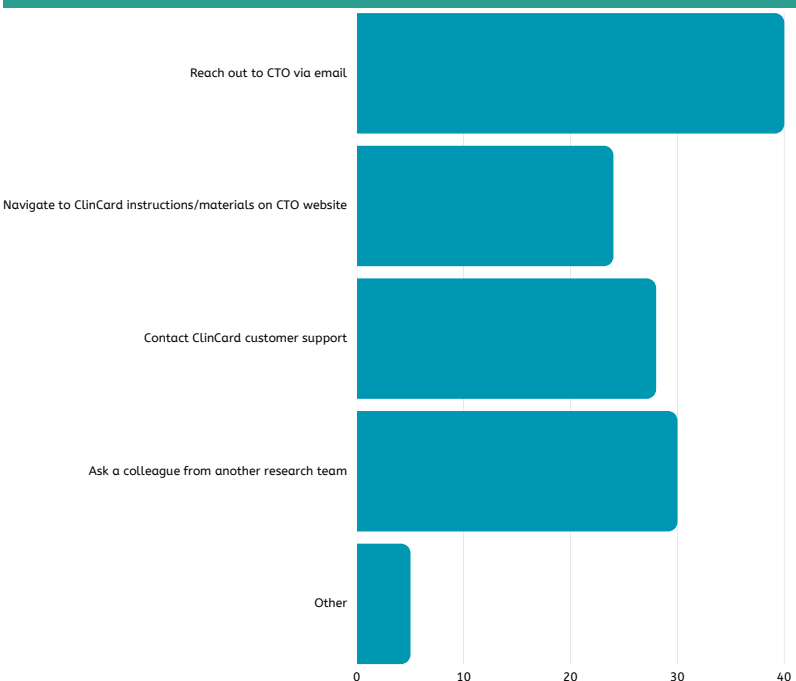
We are exploring the results on satisfaction and welcome additional departmental representation. Please contact [CTO@bmc.org](mailto:CTO@bmc.org) if you are interested in joining our Participant Reimbursement Working Group.



## 3

### Support:

Contacting CTO is the overwhelming preferred method of support.



## 4

### BMC Services:

Generally, respondents are satisfied with the support BMC provides around ClinCard.

## 5

### Desired Features:

Respondents expressed a strong need for more flexibility in varying reimbursement methods.

