

Surveyor Tips & Reminders



This document is intended as a quick refresher for surveyors before attending a facility visit.

Resources

ASTRO provides many resources for APEX® facilities and surveyors to maintain a consistent experience for all stakeholders. APEX Surveyors have access to the:

- APEX Standards Guide,
- Surveyor Guide,
- Scripts for the kick-off and wrap-up of the APEX Facility Visit,
- Reference documents from ASTRO and AAPM, and
- Access to surveyor training videos in the ASTRO Academy.

Facility Visit Preparation

Wait for facility visit confirmation - Facility visits are confirmed only when all surveyors accept. Surveyors must wait for email confirmation from ASTRO staff before booking travel in Concur. The email confirmation will include recommendations of airports and hotels, along with any relevant discounts.

Travel and accommodations – Hotels, flights, trains and car rentals (when applicable) must be booked through [Concur](#). Surveyors should book hotels close to the facility they are attending in the morning. Refer to the Surveyor Guide and Concur guidance for details on booking travel.

Review of facility materials – Surveyors should review facility materials prior to the facility visit. For in-person facility visits, surveyors should familiarize themselves with the facility's information in the APEX Portal. Virtual facility visits require an additional pre-facility visit review, including a facility video tour and documents, to be completed at least a week before the facility visit to assist with the Physicist and Team Interview.

Contact other surveyors – If assigned to a main facility, surveyors should contact the other reviewer to coordinate arrival time the day of the facility visit and to discuss the roles.

APEX Facility Visit Reminders

Surveyors should:

- Remember they are guests and professional representatives of ASTRO.
- Use the kick-off and wrap-up scripts, located in the APEX Portal library.
- Be objective. Surveyors should assess the practice for compliance with APEX Standards, rather than personal preferences.
- Avoid providing opinions to practice staff.
- Click the linked Evidence Indicator number in the APEX Portal to review details on specific evaluation criteria.
- Enter notes in the findings box for “partial” or “no” ratings.
- Contact ASTRO staff during the facility visit if you have any questions. It is easier to address questions during the facility visit rather than after submission.
- Submit all sections of the facility visit within 24 hours.
- Contact 703-839-7380 during facility visits if there is an issue.

Reimbursement

Surveyors must download and complete an APEX Surveyor Reimbursement Form from the APEX Portal to receive the honorarium and reimbursements for the facility visit. The form and related receipts must be sent to APExSupport@ASTRO.org within 30 days of the visit. Ensure receipts detail the purchased items and how they were purchased, e.g., proof of credit card transaction. ASTRO requests that surveyors use a separate reimbursement form for each trip. Mileage claims must include a map with the reimbursement form.

Surveyors should only include business expenses in the reimbursement request. Do not include personal expenses, such as:

- flight or hotel upgrades,
- same-day flight change fees without pre-approval from ASTRO,
- companion expenses, or
- additional nonapproved nights of lodging or car rental days.

Reimbursement FAQ

Can I be paid through direct deposit?

Yes, surveyors will need to submit an ACH form, found in the APEX Portal and choose direct deposit on the APEX Surveyor Reimbursement Form.

Do I need a receipt for every expense?

Preferably, but only receipts over \$25 are required.

Do I need to submit a receipt for items booked in Concur.

Flights are booked directly onto ASTRO's credit card, so do not require surveyors to submit a receipt. Hotels, car rentals and other arrangements booked through Concur are paid for by surveyors and do require a receipt for reimbursement.

Thank you for your service as an APEX Surveyor. For questions, contact APExSupport@ASTRO.org.