



Patient Liaison

Per-visit participant support

When something comes up, someone has to respond. Scout's Patient Liaison team handles travel, reimbursements, and routine logistics tied to each visit, making sure requests are addressed and followed through.

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Visit support that keeps things moving

Keeping logistics off the site's plate

Travel gets booked. Reimbursements get reviewed and processed. Questions get answered without bouncing between teams. Participants know who to contact, and site staff aren't pulled into routine logistics unless they need to be.

Support that's available when things change

With team members positioned globally, support is available around the clock. Whether it's a last-minute travel update or a question about an expense, participants and caregivers can always reach someone who can help.

Steady support that shows up every time

Each request is handled by someone who understands the study, knows what's allowed, and follows it through. Participants get clear answers. Logistics don't stall out. Sites aren't left picking up extra work to fill the gaps. It's consistent, reliable support that keeps every visit moving.

Managing the details that come with every visit

- Coordinate flights, hotels, ground transportation, and reimbursements
- Answer questions about coverage, logistics, and next steps
- Review and process expense and travel submissions
- Apply study guidelines and escalate when needed
- Serve as a consistent point of contact for participants and sites

Responding to real requests, in real time

Patient Liaisons step in when something is needed. They work from information provided by the site or participant, handling each request within the structure of the study. Some are quick to resolve. Others take more coordination. Either way, the work moves forward without participants or sites having to figure it out on their own.



Get in touch

Planning a study that requires participant coordination? Scan the QR code to connect with Scout.