

# Patient Navigator services for complex clinical trials

Clinical trials often involve far more than attending study visits. Travel logistics, caregiver coordination, housing, and reimbursement questions can quickly become overwhelming for participants and families. Patient Navigator services provide a single coordination layer for these needs, working directly with participants while staying aligned with sites and sponsors. In demanding protocols, that support can determine whether participants continue.

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## Supporting retention

Retention challenges often stem from logistics rather than the study itself. Travel, scheduling, and financial coordination create cumulative stress for participants and their care circle.

Patient Navigator services reduce that burden through consistent coordination and support.

- Participant profile setup and coordination
- Domestic and international travel arrangements
- Housing and long-term lodging
- Payment entry, tracking, and reimbursements
- Participant hotline and ongoing check-ins
- Interpreter and cultural liaison coordination
- Phone reminders and visit support
- Specialty coordination for complex needs

## Site impact

Participant logistics are managed through a single coordination point rather than flowing through site staff. Travel questions, reimbursement inquiries, and scheduling adjustments are handled directly, with sites engaged only when clinical input is required. This reduces interruptions and allows site teams to focus on the study itself.



### When Patient Navigator services are most valuable

Often scoped for studies where participation requires extensive coordination.

- Pediatric trials involving caregivers
- Rare disease studies
- International recruitment
- Protocols requiring repeat or extended travel
- Trials with high caregiver involvement

In these environments, logistical friction becomes a retention risk.



### Participant advocacy

Participants and families often face barriers that fall outside the protocol but still affect participation. Patient Navigator services help identify and resolve these challenges early. Travel logistics, caregiver coordination, reimbursement concerns, and other practical needs can all influence whether participation remains feasible. Small details can determine whether participants stay in the study.



### Get in touch

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