Minimizing Patient Attrition *with* Clinical Trial Patient Services

UNDERSTANDING — AND OVERCOMING — THE TOP CHALLENGES TO PATIENT RETENTION

Clinical trials are becoming more complex, and taking a patient-centered approach is key to helping patients get in — **and stay in** — their trial.

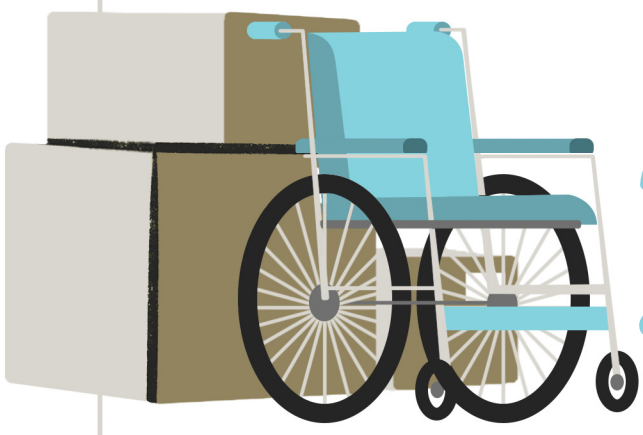
Here's how end-to-end patient support can help you overcome barriers to retention and set your trial up for success.

BARRIER 1: FREQUENT AND/OR LENGTHY TRAVEL TO TRIAL SITES

1

Traveling to the site can be inconvenient — and enrollment rates decrease by 10 percent for every 30 miles patients have to travel to a site.[1]

PATIENT SUPPORT SERVICES CAN HELP BY:
- Arranging ground transportation to site for those who cannot self-transport.
- Coordinating home visits to bring the site — a coordinator or trial nurse — to the patient, when travel is not feasible.



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BARRIER 2: RELOCATION TO TRIAL SITES

Relocation can upend patients' lives, particularly when "accessible" lodging is often not as convenient as expected.

PATIENT SUPPORT SERVICES CAN HELP BY:
- Providing travel for the patient and their care circle, including their chaperone.
- Securing accessible lodging for traveling patients, from hotel accommodation to long-term housing.

3

BARRIER 3: HIGH TRAVEL AND LODGING COSTS

Airfare, booking fees and day-to-day travel expenses add up quickly, which can make it too costly for some patients to stay in their trial.

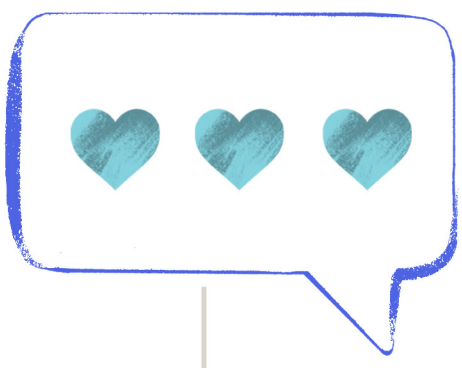
PATIENT SUPPORT SERVICES CAN HELP BY:
- Providing reimbursements for out-of-pocket expenses, such as mileage or meals away.
- Distributing stipends, including post-trial payments and data-triggered payments.

4

BARRIER 4: DIFFICULTY ARRANGING CROSS-BORDER TRAVEL

Costs and logistics get exponentially more complex when international travel is involved — and reluctance to travel is a top barrier to participation in cross-border clinical trials.[2]

PATIENT SUPPORT SERVICES CAN HELP BY:
- Arranging and paying for medical/travel visas, when needed.
- Providing cultural liaisons to help patients navigate cultural differences at their new location.



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BARRIER 5: LIMITED RAPPORT BETWEEN PATIENTS AND SITE STAFF

Providing a "listening ear" and building patient to site staff relationships enhances the patient experience — and it's also critical for retention.[3]

PATIENT SUPPORT SERVICES CAN HELP BY:
- Offering translation services to facilitate empathetic communication between patients and site staff.

THE OPTIMAL PATIENT SUPPORT SHOULD BE:

1. **Holistic,** with end-to-end support for the patient's journey
2. **Empathetic,** putting patients' concerns and needs first
3. **Flexible,** to meet patients where they are and provide support tailored to their needs
4. **Compliant,** meeting or exceeding data privacy and other regulatory requirements

BOLSTER RETENTION WITH TAILORED SUPPORT AT EACH STAGE OF THE PATIENT'S JOURNEY.

With a range of patient support services, from initial travel arrangements to distributing post-trial payments and regulatory support, Scout can help you minimize attrition to meet your milestones.

LEARN MORE.

Scout

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References:
1. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6112240/
2. https://www.frontiersin.org/articles/10.3389/fmed.2020.585722/full
3. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10003583/