

The Scout logo, featuring the word "Scout" in a bold, white, sans-serif font.

PATIENT NAVIGATOR SERVICES

Go the **extra mile** to enhance every patient's experience

4/5

TRIALS FAIL
TO MEET
RECRUITMENT
STANDARDS

Even with nearly \$1.9 billion spent annually on clinical trial recruitment, up to 85% of trials fail to recruit or retain a sufficient sample size.

Effective cross-border patient support and retention require an in-depth approach. By addressing logistics, linguistic and cultural barriers, and overarching financial burden, **Scout's Patient Navigator services support broader access to research-related treatments, nurture patient engagement, and improve overall trial outcomes.**

SCOUT PATIENT NAVIGATOR SERVICES

The Patient Navigator is a dedicated point of contact available to patients and their caregivers any time. The Patient Navigator experience goes beyond the gold-standard service provided by our Patient Liaison team. Patient Navigators help participants navigate their trial participation ecosystem at a highly-specialized level.



SINGLE POINT
OF CONTACT
HOTLINE



COMPLETE
PATIENT PROFILE
MANAGEMENT



SPECIALTY
RELOCATION
SERVICES



PAYMENT ENTRY,
OVERSIGHT
& TRACKING



DATA
CONSENT
PROCESS



CHILDCARE &
SCHOOLING
RESEARCH



CULTURAL LIAISONS
& INTERPRETER
COORDINATION



PERSONALIZED PHONE
CALL REMINDERS
& ASSISTANCE



COMPLEX
SPECIALTY
SERVICES

CLEAR THE PATH FOR PATIENTS

Address the most critical issues facing diverse patient populations with specialized Patient Navigator support.

- International travel, relocation, & cultural integration
- Education & support for family members and caregivers

MAXIMIZE OUTCOMES

Scout's white-glove Patient Navigator services relieve burden and empower patients to stick with it.

- Guide participants through the clinical trial ecosystem
- Facilitate patients' successful visit completion
- Ease financial, social, & emotional demands