

# Scout | Clinical

## CASE STUDY:

### Improving Retention and Access in NSCLC Clinical Trials

Helping participants navigate respiratory limitations, fatigue, and complex visit schedules



## BACKGROUND

NSCLC trials include participants managing respiratory symptoms, fatigue, and limited mobility, often with rapidly changing health status.

Frequent visits and intensive schedules make sustained participation difficult as physical and logistical demands shift.

## CHALLENGES

- Respiratory limitations affecting mobility
- Fatigue impacting visit attendance
- Rapid changes in health status
- Intensive treatment schedules
- Risk of missed visits and withdrawal

## SCOUT'S APPROACH

**Travel coordination:** Arranged transportation aligned to mobility needs.

**Site access:** Managed travel and reimbursement for longer distances.

**Flexible logistics:** Adjusted travel and scheduling as needs changed.

**Participant navigation:** Provided ongoing coordination and communication.

**Expense management:** Handled eligible travel and visit-related costs.

## SCOPE

Scout coordinated participant engagement across NSCLC trials involving frequent visits and participants with variable health status.

Services included transportation, reimbursement, and visit logistics management, with adjustments made throughout the study to maintain alignment with protocol requirements as participant needs evolved.

## SPECIALIZED SOLUTIONS

Logistics were tailored to accommodate respiratory limitations and reduced endurance, with flexibility built into scheduling and travel coordination as participant conditions changed over time. Consistent management across visits helped reduce disruption and maintain continuity.

Direct coordination of travel, reimbursements, and visit logistics reduced administrative burden for sites while enabling participants to remain engaged throughout the study.

Across Scout-supported oncology studies, retention reached 82.3%, representing a +13.9 percentage point improvement over non-Scout sites, with a 44% reduction in participant discontinuations and participants 21% more likely to complete their studies.