

# Patient Concierge Service

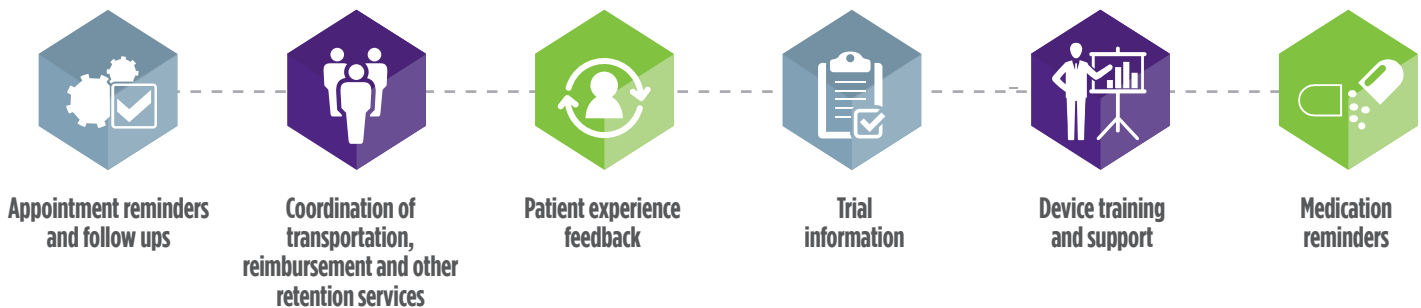


A **patient concierge** is designed to increase patient engagement and retention, and decrease sites' administrative responsibilities. Using the concierge program can lead to **expedited trial timelines**, enhanced site relationships and potentially lowered costs.

PPD and Acurian have combined services to provide the patient concierge service, an offering designed to ease the burden on patients and their caregivers during clinical trials. A patient concierge helps patients navigate the complexity of clinical trials while providing support for trial comprehension, participation logistics and technologies.

## Providing Proactive Guidance

A patient concierge serves as a single point of contact for patients to proactively guide them through participation and manage logistical aspects of the trial. Assigned to patients for the duration of a study, a patient concierge checks in regularly to resolve nonmedical issues and helps deliver services aimed at retaining them in the trial. A concierge communicates directly with sites to access patient appointment and site and protocol information. Concierges also provide feedback to the sites related to issues raised by patients. Specific services provided by the patient concierge include:



## Improving Patient Experience

The patient concierge service can be provided in various languages, which means most patients are able to receive support in their native language. The level of personal care provided through this service greatly increases patient satisfaction, with the goals of increasing interest from trial participants and enhancing patient retention.

## Reducing Site Burden

Using a patient concierge in a study takes a large administrative burden off sites. With less site staff and study coordinator time spent on the tasks handled by a patient concierge, more time can be spent on patient care and completing the trial within expected timelines. Because a patient concierge also takes an active role in relaying patient

concerns, corrective measures can be taken before additional issues arise, or before a patient drops out of the trial.

## Leveraging in Key Therapeutic Areas

The patient concierge service can be utilized in studies across all phases, therapeutic areas and indications. The level of support provided by a concierge is especially valuable in therapeutic areas and indications where both patients and their caregivers are navigating complicated trial logistics or where complex travel arrangements to sites must be made.

These areas include but are not limited to:

- Rare diseases
- Pediatrics
- Neuroscience