

## Medical communications

## Patient navigator

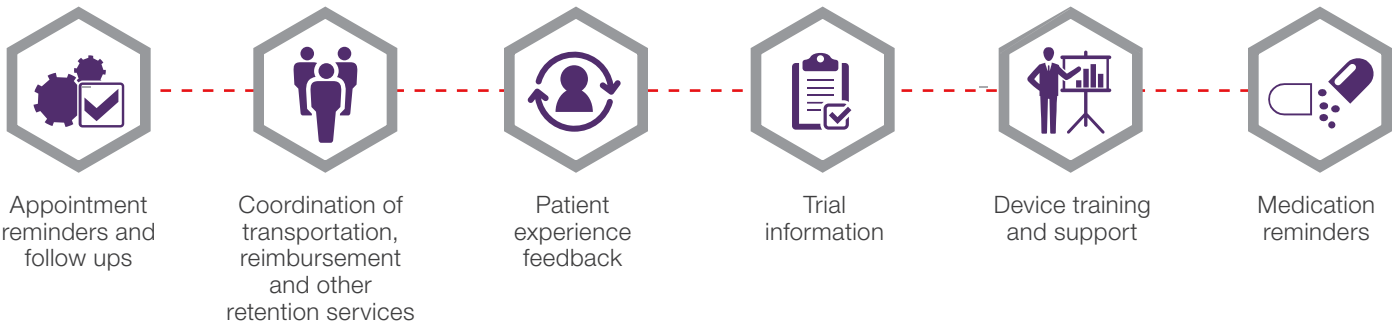
### Empowering patients, supporting sites, advancing trials

Patient navigator is a patient-centric solution designed to improve engagement and retention, reduce site burden and enhance data quality. By proactively addressing logistical and communication barriers, the service helps accelerate trial timelines, strengthen site relationships and potentially lower clinical study costs.

#### Personalized patient support when and where it matters most

Our patient navigator retention solution reduces the burden on patients and caregivers throughout their clinical trial journey, helping keep them enrolled and engaged. Each patient is paired with the same dedicated and trusted navigator – a consistent single point of contact for non-medical questions and personalized support throughout the entire trial. This continuity builds trust, minimizes confusion and enhances the overall experience by helping patients and caregivers feel confident and supported every step of the way. In an industry where patients often encounter a different voice with each interaction, our model stands out by prioritizing consistency and meaningful relationships. Navigators simplify participation by:

- Proactively identifying and resolving barriers to maintain retention
- Managing logistics such as travel and reimbursements
- Communicating with sites to coordinate appointments and protocol details
- Relaying patient feedback to all stakeholders to quickly address concerns



#### Enhancing the patient experience

With multi-lingual clinical trial experts in global contact centers, the service ensures that most patients receive support in their native language. By proactively identifying and addressing patient concerns, patient navigators reduce the risk of dropouts and foster a more positive, personalized trial experience, improving satisfaction and retention.

#### Reducing site burden, improving data quality

By managing administrative tasks and patient communications, the patient navigator retention service allows site staff to focus on patient care and meeting expected trial timelines. Targeted outreach at critical time points also supports timely, high-quality data collection and protocol adherence.

### Supporting patients in specialized trials

The patient navigator retention service is built to support complex trials across all phases, therapeutic areas and indications. The high-level support is especially valuable for studies with significant logistical challenges or where patients and caregivers need extra guidance – common in rare diseases, pediatrics, oncology and neuroscience, though not limited to these areas.



#### Higher retention

**87%** global retention rate for patients enrolled in the service



#### Fewer dropouts

**13%** dropout rate

## Recent testimonials from research sites and their patients about our services:

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*[Your team] has provided wonderful and prompt service. [They have] been great to work alongside, and always ensure patients' concerns and questions are addressed.*

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“

*We want to congratulate your counsel for the excellent support and service [they have] provided to the site and the patients.*

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*Everything has been better than expected and patients have been satisfied with the service.*

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*The navigator service has been essential for both our participants and the research center. For participants, it has provided logistical, emotional, and informational support, enhancing their experience and ensuring greater comfort and trust throughout the study. This has led to higher adherence and retention, as well as better communication with the team. For the research center, the navigator has helped reduce logistical and administrative challenges, ensuring greater efficiency in data collection and improving the center's image and reputation. In summary, the navigator service strengthened the relationship with the participant and contributed to the success of the study.*

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