



PatientGO® Case study: COVID-19

Overview:

- **Infectious disease:** Indication COVID-19
- **Study Phase:** Phase III
- **Patient Numbers:** 100 Adults (18+)
- **Total number of visits across the study:** 240
- **Countries:** United Kingdom

Objective:

In a world halted by a pandemic, PatientGO® developed a pioneering solution to ensure vital clinical research could continue. COVID-19 brought a hyper-awareness of transmissible diseases and the speed at which they spread. Every study across the globe was affected, with study teams and patient groups left in limbo.

Whilst most Illingworth Research Group clients were focused on protecting their patients against exposure, one global sponsor approached PatientGO® needing a very different level of support – to safely transport those positively infected with the disease. With patient health and safety at the forefront, PatientGO® created a unique COVID-19 equipped transportation solution that ensured patients could make visits with a minimal risk to others. A fleet of Mercedes Viano vehicles were specially adapted with sealed cabin partitions and independent air conditioning systems installed that could separate the driver from the patient and caregiver.

Operationally, drivers were assigned to the study and isolated from the general public, they wore mandatory PPE and regularly tested themselves for COVID-19. Vehicles were subject to proactive measures and inclusions, such as daily deep cleaning, disinfection between services and patients were given access to antibacterial hand-sanitisers throughout. A novel contact-free system for patient pick-up and drop-off was introduced, with drivers able to electronically open and close doors without needing to leave the vehicle, ringfencing their safety.



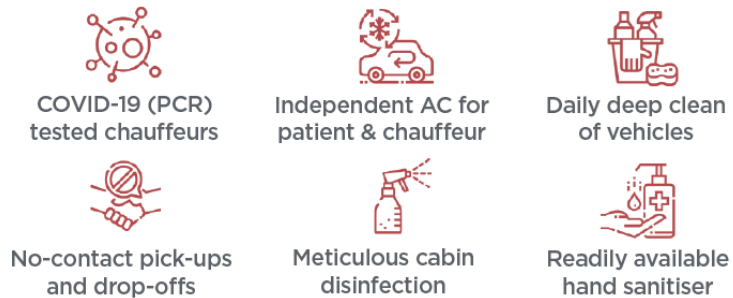
Approach:

PatientGO® assesses every study to determine which strategy and method of transportation will best aid the recruitment and retention of patients, and what is needed to deliver a positive patient experience. PatientGO® coordinators work closely with our sponsors, sites, investigators, and patients to ensure a seamless execution throughout.

With the innovative vehicles secured and in place, a bespoke emergency project plan was agreed with the sponsor and communicated to the participating sites, with a PatientGO® team assigned to the study.

The COVID-19 positive patients received all communication through the PatientGO® application. Putting control into the hands of patients, the concierge coordinators were able to manage logistics throughout the study, ensuring site staff could welcome patients in safe manner, or even hold them securely in the vehicle offsite, ensuring a successful and efficient appointment diary.

Key benefits were as follows:



Conclusion:

As anyone in the clinical research sector knows, easing patient burden can have a positive effect on participant retention. Even pre-COVID19, the average rate of patient drop-out was at 30%, with around 85% of sites struggling to keep them within their trials. As we move out of the pandemic, the aftereffects of job losses or furlough working practices within families, or parents being forced to juggle home working and home schooling of children, mean the patient is under more pressure than ever before. COVID-19 also carried a degree of uncertainty, was it safe to venture out? Suddenly hospitals, clinics, and public transportation became stressors to patients now faced with the fear of exposure.

PatientGO® was able to provide expert logistical management to ensure the study was a success, with its specialist fleet of vehicles transporting patients to sites in a safe and compassionate manner. With the burden removed from patients and site staff, vital clinical research was able to continue.

The patient uptake of this innovative service was at 75%, with the remainder choosing to be driven by family members to their appointments. PatientGO® was delighted that 100% of its visits were completed successfully, with just 2% of patients deciding to remove themselves from the study part-way through.

As we look forward, PatientGO® continues to develop its capabilities, supporting patients suffering from infectious disease studies and those with compromised immune systems.

75% patient uptake



100% of booked visits completed



2% patient drop-out

