

PatientGO
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PatientGO® Case study: Full Service

Overview:

PatientGO® provides expert logistical support to sponsors, sites and patients to ensure the detailed coordination of travel for clinical trials. With a strong and diverse background, an international team supports patients across the world, delivering an exceptional patient experience. PatientGO® offers a bespoke, white glove, patient-focused service, accommodating the needs of each individual patient and clinical trial.

The clinical research industry is being subjected to increasing pressure on patient recruitment and retention, and post-pandemic financial implications can add to patient burden and raise the probability of drop-out. Whether it is absence from work to attend visits, or the cost of travel, lodging or even childcare, every penny counts. Then there is the strain on caregivers of family members, or passport and visa requirements if patients are being recruited on a cross-border basis, and this intensifies when pediatric research is necessary for the trial, or the indication is rare disease.

With a patient-centric approach and careful planning some of these pitfalls can be avoided, delivering a more rewarding patient experience and ensuring the effort and expense invested by study teams can come to fruition.

'PatientGO® is Illingworth's patient concierge service, dedicated to lessening the impact of clinical trial participation on patients and their families'

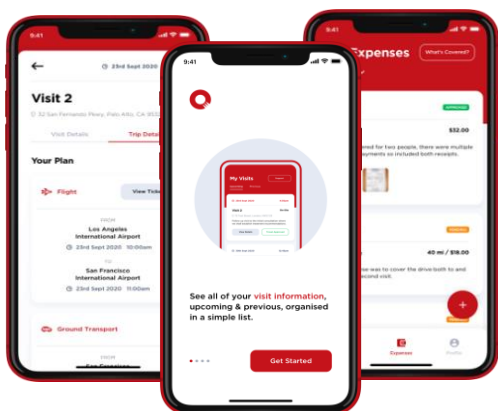


Objective:

PatientGO® strives to remove the financial, emotional, and psychological burden of participating in clinical trials. With proactive engagement between sites and patients, visit schedules are identified, travel and accommodation managed, and expenses reimbursed. PatientGO® ensures the flow of communication is constant, and the patient is at the heart of the trial.

The versatile and multilingual PatientGO® mobile application is made available to all patients, either by smartphone through iOS or Android, or as a web-based version.

Each patient supported by PatientGO® is assigned a dedicated coordinator, and an introductory meeting is scheduled to build a relationship, outline what the service entails, assist with access to the mobile application and address any concerns that the patient or caregiver may have.



PatientGO® also focuses on reducing the strain on site staff, understanding the nuances of process and resource, effectively becoming an extension of their teams.

By offering first-rate logistical support and rapid expense reimbursement, PatientGO® ensures the patient is looked after from their doorstep to the site and back, allowing study teams can focus on the main objective, **patient care**.

Conclusion:

By blending sophisticated technology with extensive experience in the patient concierge space, PatientGO® puts control into the hands of the patient, ensuring their coordinator is always accessible, and their visit schedule, itinerary details and expense requests are only ever a click of a button away.

By giving patients focus and compassion, PatientGO® delivers a much more rewarding clinical trial experience, ultimately helping sites to recruit from further afield, and remove the factors that could lead to their drop-out.

PatientGO® eases the financial, emotional, and psychological burden placed on patients, and whilst the service is relatively new having launched in late 2020, initial sponsor feedback has been exemplary.

