



a SYNEOS HEALTH company

## BRINGING CLINICAL TRIALS TO PARTICIPANTS AND PARTICIPANTS TO CLINICAL TRIAL SITES

Illingworth provides a flexible model of patient-focused solutions that drive increased recruitment, enrollment and retention through the use of our global off-site/home research nursing and high-caliber patient concierge service.



## ACCELERATING PARTICIPANT RECRUITMENT, ENROLLMENT AND RETENTION BY REDUCING CLINICAL TRIAL BURDENS

Our industry continues to face challenges not only in recruiting participants for clinical trials globally, but retaining them as well.

We know that patients are more likely to enroll and remain in studies when they feel valued and are offered solutions that fit with their lifestyle. Clinical trial participation can be a burden, even for the most motivated patients. Frequent travel and absence from work or school can put immense strain on study participants and their families. Replacing on-site visits with off-site visits performed by a mobile research nurse can help to relieve that strain.

Illingworth helps bring clinical trials to participants and participants to clinical trial sites.

We provide service offerings to minimize burden to study participants and sites:

- **Global regulatory experience and detailed understanding of country-specific requirements**
- **In-house patient travel and reimbursement support**
- **Enhanced recruitment, participant diversity, engagement and retention solutions**
- **Expanded geographic reach for patient recruitment**
- **Global project management teams**

### WHY IS PATIENT RECRUITMENT AND RETENTION SO CHALLENGING?

Patients are people, not just participants



Calendar conflicts



Inconvenience of site location



Personal family matters



Financial constraints and expectation to self-fund



Unable to travel physically or without COVID-19 vaccine



Lack of appreciation and information



Poor planning and missed appointments



Fear and lack of trust

Approximately  
**25 years**  
of expertise

**>5,000**  
off-site clinical trial  
visits per year

**24/7**  
visit support

**Global pioneers**  
in off-site research  
nursing, established  
in 1999





## WE ENHANCE DECENTRALIZED SOLUTIONS BY STRENGTHENING PATIENT-FOCUSED SERVICES

### MOBILE RESEARCH NURSES

Illingworth helps bring clinical trials to participants by providing highly qualified and vetted Good Clinical Practice research nurses that visit patients at their homes (or alternate off-site locations). All our nurses work under a global set of standard operating procedures and report to a central project manager. With our patient-centric approach, we can help sponsors execute (and even help design) studies that minimize the burden to patients by providing the flexibility to participate in the comfort of their own homes or at work, school or vacation. This option, coupled with the easy-to-use patient concierge platform, helps to drive patient participation and ultimately reduces costly delays related to dropouts or slow enrollment rates.

#### Mobile research nursing advantage:

- **Global reach covering over 45 countries** with expertise in deploying off-site/home research nursing
- **Dedicated recruitment team** that individually screens, trains, and manages highly skilled and qualified nurses
- **Direct oversight and manage relationship** with every research nurse
- **Work on-site to clinically support teams** who may be under-resourced
- **SourceGO®**, Illingworth's proprietary esource app, allows documents to be viewed by the site instantly upon submission. The app saves time and paper, keeps patients' data safe, and enables mobile research nurses to deliver off-site visits more quickly while improving data transparency

### PATIENT CONCIERGE SERVICES

Illingworth helps bring participants to the clinical trial site with its patient concierge service, which includes the end-to-end travel and lodging booking and expense reimbursement support provided through our innovative **PatientGO®** technology platform. In collaboration with our high-caliber home nursing service, this provides a model of convenience for patients that offers various options for minimizing the disruption to their daily lives.

By taking care of travel to and from sites and managing efficient expense reimbursement, we reduce patient clinical trial dropouts that happen for avoidable reasons, relieving pressure on sites and providing a customized white glove service to your patients.

#### Our dedicated Patient Concierge Coordinators:

- **Provide a duty of care to patients**, backed up with an understanding and appreciation of the nuances and specialized requirements of various studies and indications
- **Offer a home-to-site travel management solution** that covers land, sea and air, enabling sites to recruit from further afield, interstate and cross-border

## WANT TO LEARN MORE?

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### ABOUT SYNEOS HEALTH

Syneos Health® (Nasdaq:SYNH) is the only fully integrated biopharmaceutical solutions organization purpose-built to accelerate customer success. We lead with a product development mindset, strategically blending clinical development, medical affairs and commercial capabilities to address modern market realities.

To learn more about how we are **Shortening the distance from lab to life®**, visit [syneoshealth.com](https://syneoshealth.com) or [subscribe to our podcast](#).

### ABOUT ILLINGWORTH RESEARCH GROUP

Illingworth Research Group™, a Syneos Health® company, is a leading provider of clinical research home health services, providing highly trained, qualified and experienced research nurses to the biopharmaceutical and medical device industries. Building on our long-standing home health experience, we also provide complimentary patient-focused CRO services. Illingworth Research Group—awarded the 2020 SCRIP Best Specialist Provider Award and the 2021 Queens Award for Enterprise—operates in more than 45 countries, delivering the highest standards of clinical care and regulatory adherence across a diverse range of therapeutic areas. To learn more about our unique approach to clinical trial delivery visit [illingworthresearch.com](https://illingworthresearch.com).