



BRINGING PARTICIPANTS TO THE CLINICAL TRIAL SITE CAN EASE THEIR BURDEN AND INCREASE RETENTION

Clinical trial participation can be a challenging and costly ordeal, even for the most motivated patients.

At Illingworth, we pride ourselves on our ability to connect on a human level, understanding the concerns and burdens of our patients and lessening the many challenges that can negatively impact trial participation such as:

**PARTICIPANT
DROPOUT**
30%

Average dropout rate
in phase 3 clinical trials

Poor logistical planning, missed appointments as a result of personal circumstances, difficulties accessing trial site locations and the high level of cost associated with participation can lead to patient drop out.

**RECRUITING A
REPLACEMENT PARTICIPANT**
\$20,000

Approximate average cost to
recruit a replacement participant

The additional time and investment involved in replacing participants can negatively impact or compromise the outcome of a trial and getting the drug to market.

ENSURING PATIENTS AND CAREGIVERS TRAVEL SAFELY AND EFFICIENTLY TO THEIR SITE VISITS

- When faced with the need to pay for travel or food for their site visits, participants can face significant impact, including the burden for those from disadvantaged communities
- Patients who require specialized transportation support need to be matched to the relevant resources required, such as vehicle types, which take into account the specific mobility needs of the patient's indication or their demographic

Where site visits are essential, travel and logistics support can make a huge difference to patients and families, helping to remove the burden of trial participation and deliver a better experience.

Sources:

Alexander W. The uphill path to successful clinical trials: keeping patients enrolled. P T. 2013 Apr;38(4):225-7. PMID: 23785228; PMCID: PMC3684189.

Moore TJ, Zhang H, Anderson G, Alexander GC. Estimated costs of pivotal trials for novel therapeutic agents approved by the US Food and Drug Administration, 2015-2016. JAMA Internal Medicine. 2018;178(11):1451. doi:10.1001/jamainternmed.2018.3931.

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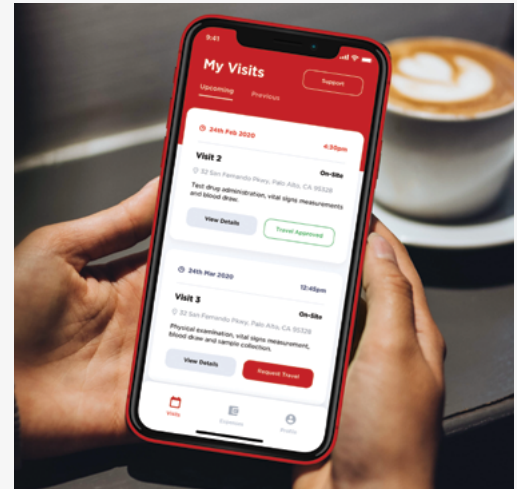
INCREASE TRIAL RETENTION WITH PATIENT CONCIERGE SERVICES

We help deliver participants to trial sites by utilizing dedicated concierge coordinators and PatientGO®, our innovative web-based application that provides end-to-end travel, booking for accommodations and expense reimbursement. Combined with our team of mobile research nurses, we provide a model of convenience that minimizes the disruption of patients' lives and seeks to reduce patient clinical trial dropouts, with the goal of relieving pressure on sites.

PATIENT CONCIERGE SERVICE ADVANTAGES

- **Bespoke services to each patient**, combined with an understanding and appreciation of the nuances and specialized requirements of various studies and indications
- **Home-to-site travel management solutions** that covers land, sea and air, enabling sites to recruit from further afield, increase trial diversity and manage more complicated logistical problems such as interstate and cross-border travel
- **Tailored approach to patient reimbursement**, to provide custom solutions based on each site location

Illingworth has partnered with Ride Health to enhance network development and create a leading comprehensive clinical trial platform. When combined with PatientGO, we bring the clinical trial closer to the patient, helping to increase diversity and accessibility.



Ground transportation



Air and rail travel



Overnight accommodation



Long-term housing



Language support



Reimbursements



Stipend payments



Site & patient documents

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 integrating clinical development, medical affairs and commercial capabilities to address modern market realities.

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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 46 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.