



Accelerate. Advance. Achieve.

Success in your clinical trial with Accelovance's Clinical Call Center Solution

Accelovance is an award-winning, niche CRO focused in oncology, vaccines, and general medicine. Over the last 10 years, we have developed and deployed our specialized Clinical Call Center service to provide Sponsors a means of consistent long-term follow-up with study patients and to enhance reporting and adverse event collection that would otherwise go unreported. This unique service has been integrated across multiple therapeutic areas as an effort to enhance patient retention and data collection, while reducing site administrative burden and overall trial costs.

Overview

Accelovance's Clinical Call Center has proven to be ideal for all aspects of patient management, long-term follow up, and communication. Our clinically-trained staff are knowledgeable in research procedures and leverage their clinic experience to develop rapport with and manage study patients. With inbound, outbound, and transfer call capabilities; our clinical staff not only collect data, but can triage patients to the appropriate medical resource in real time in case of medical emergencies, and note adverse events and unreported hospitalizations.

Therapeutic Applications

Accelovance's Clinical Call Center has been used successfully across a number of therapeutic indications, including:

- Immunization/infectious disease
- Oncology (long-term follow-up/survival)
- CNS – bipolar/schizophrenic
- Renal care
- Pediatric and elderly populations





Staffing

Accelovance's Clinical Call Center staff is comprised of qualified individuals who are trained on Good Clinical Practices, Good Documentation Practices, call system review and training, protocol review, informed consent review and training, and call script review and training.

We can deploy any number of center staff – from two staff members to over 100 – to meet a client's needs. In addition, we employ both English speaking American staff members as well as multi-lingual staff who allow us to cover a multitude of countries to meet program needs.

Features and Benefits of Our Service

Features	Benefits
Accelovance uses clinically-trained staff	Increases patient compliance and study retention, especially for long-term trials. Increases data capture (AEs of interest) and reporting to sites, Sponsor and CRO partners.
Clinical Call Center use reduces site administrative burden and CRO site management costs	Allows site staff to focus on what they do best, patient care. Ensures proper focus and outreach for long-term/survival follow-up by removing the administrative burden from sites. Reduction of 60% site and CRO billing expense through use of our cost-effective service.
Centralized processes and experienced staff	Accelovance's centralized process provides consistent outreach, patient engagement, and data collection across individual studies within a single program, reducing variability.
Can work in conjunction with existing Sponsor and/or CRO staff	This service can be integrated into existing clinical trials, providing information to the Sponsor, clinical site, and any previously selected CRO partner without disruption.
Robust reporting and metric collection	Provides for detailed reports from each patient interaction that document protocol follow-up and provides detailed information to the Sponsor, FDA, site, and CRO.

Performance Examples

- 17,500 patient study surveillance; weekly contact
- 14,500 elderly patient study surveillance; biweekly contact
- 9,750 patient study surveillance; biweekly contact
- 7,600 elderly patient study surveillance; weekly contact
- 3,000 patient study follow up and post-operative monthly follow up
- 500 patient retention and compliance program
- 450 pediatric patient surveillance; weekly contact

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