

# snapshot CASE STUDY

**Client:** Sponsor

**Therapeutic Area:** Endocrinology

## Patient Hotline

*Patient Pre-Screening – Dedicated Study Hotline*

### SITUATION:

- ClinEdge was tasked to be the central hotline for all patients and caregivers for a large endocrinology program
- Sponsor and CRO funneled all patient interest to our experienced medical screeners for prescreening & hotline
- Patients had the ability to reach out based on continued questions throughout the entire study duration

### RESULT:

- Hundreds of patients called in to speak with our specialists on a weekly basis
- ClinEdge had appropriate medically trained staff perform medical screeners for patients and a separate team to oversee the patient hotline. Each patient was able to have a dedicated POC throughout study experience
- Over 95% patient retention rate

### ENROLLMENT TEAM SERVICES:



PRESCREENING PATIENTS



DEDICATED STUDY HOTLINE



REMOTE SITE DATABASE  
OUTREACH



TEXT MESSAGING  
REMINDERS