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Case Study

1,250+ Patient Rides (21,500 Miles) Provided in a Single Clinical Trial

Inability to drive for **30 days** following procedure posed a significant challenge for enrollment and retention in Major Depressive Disorder (MDD) study

95% of sites believe transportation infrastructure would improve recruitment efforts - and **63%** say it would ensure all studies enroll on time.

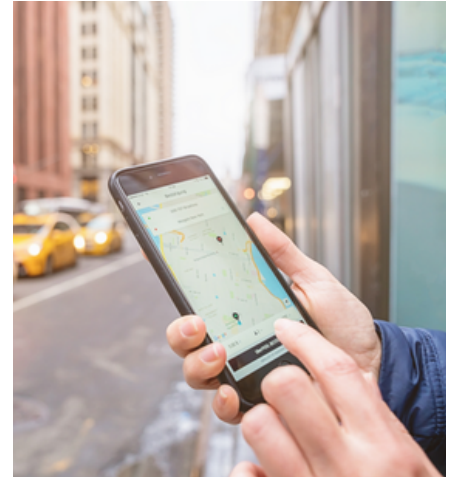
Michael J. Fox Foundation, 2017

CLINICAL TRIAL TRANSPORTATION

Many participants in clinical trials have issues with transportation that can increase burden, and even lead to them dropping from the study early (or not enrolling to begin with) including...

- Consistent access to a vehicle
- Rising gas and parking prices
- Caregiver reliance due to physical or mental restrictions
- Distance from home to clinical site
- Anxiety due to driving and traffic in the city
- Personal expenses for ride share or taxi services as needed

It is especially challenging in therapeutic areas which require frequent on-site visits (e.g. blood draws, imaging) or restrict driving due to study procedures.



ENROLLMENT AND RETENTION ADVANTAGES

Although providing transportation to participants in a clinical trial is typically regarded as a retention tool, which it certainly is, its ability to improve enrollment is often under-appreciated. Clinical sites, however, understand how a lack of transportation can be a significant barrier to enrollment for patients in what is essentially a voluntary process.

In a survey sponsored by the Michael J. Fox Foundation cited in *Applied Clinical Trials*, 95% of sites reported that transportation infrastructure would improve recruitment efforts - and 63% indicated it would ensure all studies recruited on time.

It makes sense that sites feel this way - they are the ones who hear objections and concerns directly from patients, caregivers, and family debating whether the trial will fit into the routine of their daily lives without being too disruptive. It also helps expand the reach of recruitment efforts to serve diverse patient populations in more distant rural geographies - and reducing the cost and stress of self-transport for those in urban areas.

THE CHOICE IS THEIRS

As the leading provider of Adaptive Experiences for clinical trials, ClinOne believes deeply in providing choice to patients so they can take control of their study experience. Having transportation available - especially when combined with our virtual visits platform - enables them to choose when they want to...

- Drive themselves to the site (or ask a caregiver)
- Hail a ride when they want
- Accept a ride pre-scheduled by a study coordinator
- Coordinate a virtual visit instead of an in-person site visit (when appropriate)

With ClinOne, all of the above can be managed with total flexibility using any device and without the need to download an app. This level of choice makes participating in the trial more convenient to remove a barrier to enrollment, reduce missed visits, and ultimately improve retention.

Would you participate in a clinical trial if it means you can't drive for 30 days?



SUCCESS AT A GLANCE

Therapeutic Area:
CNS

Indication:
Major Depressive Disorder (MDD)

Phase: Phase 2

Patients: 100+

Duration: 16 months

Solution:
ClinOne Patient Ride for site visits and eligible personal appointments

Results:

- 1,250+ completed roundtrip rides covering 21,500 miles
- Met enrollment and retention goals
- Fewer missed site visits
- Improved patient satisfaction
- No site time wasted on expense tracking or reimbursements, allowing them to spend more time on patient care



The ClinOne platform is designed to work on any device, enabling patients and sites to use whatever is familiar for them - without an app

CHALLENGE

A leading pharmaceutical company initiated a Phase 2 clinical trial for Major Depressive Disorder (MDD) with more than 100 patients. As part of the study protocol, patients were prohibited from driving for 30 days following a study procedure.

Naturally, this created a challenge for enrollment as patients would either need consistent caregiver support or a personal ride share budget, not only to attend site visits but also to live their daily lives such as grocery shopping, visiting family, and more.

IMPLEMENTATION

The study sponsor and CRO partnered with ClinOne to provide access to patient rides for site visits and personal appointments. Highlights of the solution include...

- All roundtrip site visits covered with services by Uber Health
- Clear and generous guidelines for acceptable personal use
- Centralized billing for sites - no receipts or expense reports
- Bring your own device (BYOD) flexibility
- Self-hailed or rides pre-scheduled by study coordinators
- Responsive web design (no app needed)
- Robust behavioral insights and usage data visualizations
- Integrated with ClinOne platform for visit calendars, consent, Virtual visits, medication reminders, and site communication

EVIDENCE OF SUCCESS (SO FAR)

Patient Ride by ClinOne greatly empowered participants to enroll and remain active in the MDD clinical trial. Benefits include...

1,250+
Patient Rides
Completed

21,500
Miles
Traveled

**Enrollment &
Retention
Goals Met**

**High Patients
Satisfaction**

**Few Missed
Site Visits**

**More Site Time
Spent on
Patient Care**

At the end of the day, Patient Ride by ClinOne removed significant barriers to enrollment and retention by enabling patients to continue to live their daily lives while volunteering for the study.

CHALLENGE

To support patients, caregivers, and sites with Patient Ride for your clinical trial, visit www.clinone.com.