

CASE STUDY: Global Vaccine Trials

Streamlining participant support and prompt payments across borders



BACKGROUND

Two leading global sponsors in pharmaceuticals and biotechnology conducted global vaccine clinical trials from early 2022 to early 2024 across the US, Canada, Puerto Rico, France, Belgium, Germany, Spain, and the UK.

CHALLENGES

The main challenge was to efficiently manage and support thousands of participants across several countries, each requiring rapid payment processing within a tight timeframe. This operation faced significant logistical and administrative challenges to ensure prompt and accurate compensation.

SCOPE

At the outset of their respective trials, the sponsors reached out to Scout with an extensive mandate: to provide comprehensive support that included multilingual 24/7 Patient Liaison assistance, develop technology for seamless financial transactions, and ensure international regulatory compliance – all while enhancing participant engagement and satisfaction from the very beginning.

SCOUT'S APPROACH

To tackle this complexity, Scout adopted a targeted strategy:

Global Support: Implemented 24/7 support in local languages, enhancing accessibility and easing navigation through payment processes.

Diverse Payment Solutions: Utilized reloadable ScoutPasses and facilitated direct bank transfers, offering versatile payment methods to suit participant preferences.

Compliance and Innovation: Developed specific technologies and processes to ensure regulatory compliance, speed up payments, and address logistical hurdles, focusing on accuracy and efficiency in participant compensation.

Enhanced Flexibility in France: Scout deployed our proven process for France, aligning with regulation MR-001.

SPECIALIZED SOLUTIONS

Over approximately two years, Scout supported around 22,000 participants across 18 vaccine studies in 8 countries, managing around 400,000 payments (3,000 of which were in France) with a remarkable turnaround time of 1 hour to 3 days post-approval. Scout facilitated the smooth operation of complex, multinational clinical trials and significantly improved participant satisfaction and engagement, helping to advance crucial vaccine research.