

Scout

LOCAL EXPERTISE, GLOBAL IMPACT

Country-Specific Services by Scout

Scout has been revolutionizing patient services since 2016: adapting, scaling, and delivering innovative solutions across 100+ countries worldwide. *We work where you do.*



SPAIN | PHONE-TAXI

Some sites in Spain prefer that patients order taxi services for appointments directly from Scout. Scout offers Spanish-speaking Patient Liaison support during convenient local business hours for these requests.

The site schedules an appointment and sends the info to the patient, who calls Scout to request taxi service. Scout verifies the visit details with the site and creates a Travel Request. The site and patient receive confirmation, and a taxi is provided on the visit day.



FRANCE | MANUAL REIMBURSEMENT

For studies where it's approved and scoped, French sites have a manual reimbursement option in addition to standard reimbursement submission via the Scout portal. Sites receive pre-addressed, postage-paid envelopes, along with reimbursement forms and patient instructions.

After each visit, patients use the prepaid envelopes to return their completed reimbursement forms, which are reviewed, approved, and initiated for payment with the standard Scout process.



ITALY | SITE REIMBURSEMENT

Previous Italian laws and regulations allowed payments to be made to patients only by the clinical trial site. In light of new regulations which now permit third-party patient payments, our existing site reimbursement process remains Scout's standard. Sites pay patients, then submit a detailed invoice to Scout for repayment.

While Scout continues to seamlessly manage all aspects of site reimbursement, we are happy to discuss direct payments if required or requested by sites or sponsors.