

Scout

PATIENT NAVIGATOR SERVICES

Go the **extra mile** to enhance every patient's experience



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TRIALS FAIL TO MEET RECRUITMENT STANDARDS

Even with nearly \$1.9 billion spent annually on clinical trial recruitment, up to 85% of trials fail to recruit or retain a sufficient sample size.

Effective cross-border patient support and retention require an in-depth approach. By addressing logistics, linguistic and cultural barriers, and overarching financial burden, **Scout's Patient Navigator services support broader access to research-related treatments, nurture patient engagement, and improve overall trial outcomes.**

SCOUT PATIENT NAVIGATOR SERVICES

The Patient Navigator is a dedicated point of contact available to patients and their caregivers any time. The Patient Navigator experience goes beyond the gold-standard service provided by our Patient Liaison team. Patient Navigators help participants navigate their trial participation ecosystem at a highly-specialized level.



SINGLE POINT OF CONTACT HOTLINE



COMPLETE PATIENT PROFILE MANAGEMENT



SPECIALTY RELOCATION SERVICES



PAYMENT ENTRY, OVERSIGHT & TRACKING



INSURANCE COVERAGE COORDINATION



DATA CONSENT PROCESS



CHILDCARE & SCHOOLING RESEARCH



CULTURAL LIAISONS & INTERPRETER COORDINATION



PERSONALIZED PHONE CALL REMINDERS & ASSISTANCE



COMPLEX SPECIALTY SERVICES

CLEAR THE PATH FOR PATIENTS

Address the most critical issues facing diverse patient populations with specialized Patient Navigator support.

- International travel, relocation, & cultural integration
- Insurance & medical payments for standard of care
- Education & support for family members and caregivers

MAXIMIZE OUTCOMES

Scout's white-glove Patient Navigator services relieve burden and empower patients to stick with it.

- Guide participants through the clinical trial ecosystem
- Facilitate patients' successful visit completion
- Ease financial, social, & emotional demands