FIRMA
CLINICAL RESEARCH
Expert Insights | Quality Outcomes

REMOTE VISITS

Enhance your trial. Improve their experience.

As a pharmaceutical/biotech company, you're constantly examining the best way to conduct your clinical trial research while taking into account the continuously evolving landscape and advances in medicine, technology, and patient involvement. Our Remote Visit Service offers you the ability to improve the efficiency and patient centricity of your trials, supporting enhanced data collection, patient recruitment, and patient retention.

Our Remote Visit Service allows you to offer clinical trials to patients who otherwise may not have the option to participate given their schedule or the traditional protocol requirements of frequent office visits. By enabling protocol visits to be conducted in patient homes or other convenient or non-traditional locations, patients may be more open and available to participating in your clinical trial. Our service benefits multiple patient populations, and is especially applicable for elderly, pediatric, caregiver intense, and orphan disease/special populations.

Global patient visit experience you can count on

Our network of licensed, highly-skilled, and clinical trial experienced clinical service providers are trained on your protocol and study requirements, with their training documented in our electronic Learning Management System (eLMS). Staff can conduct protocol-specified activities such as biological sample collection, blood draws, vital signs, changes in health and medication assessments, study drug administration, EKG administration, questionnaires, patient and care giver training, and chaperon services. When assigned, the staff member's CV, licensure, and training certification is then sent to the PI/site for review and approval prior to the conduct of any patient visit. This transparency sets us apart from many organizations and has resulted in an increased level of comfort and involvement from study sites and principal investigators.

50+
Years of collective in-home patient visit experience

1,315
In-home patient visits completed

2,000+
Healthcare providers in database

35
Countries covered by our service

Experienced and customized strategies ensure seamless integration into your trial

Enhance your patient-centric approach in clinical trials with our flexible and creative solutions that increase high-quality recruitment, support, and retention through:

- ▷ Real-time status updates and KPIs for clients
- ▷ 24-hour turnaround on document QC through electronic source document implementation
- ▷ Technology investment to support efficient and high-quality conduct, including eLMS, RVMS, electronic source visit document collection, and DocuSign
- ▷ Quality global expansion through our ISO 9001:2015 certification
- ▷ Privacy shield self-certified
- ▷ Corporate alignment to adjust to the anticipated roll-out of the 2018 EU General Data Protection Regulation (GDPR)

OUR STRATEGIC FOCUS IS YOUR ADVANTAGE

Utilizing our global experience and technology, we improve the efficiency and patient centricity of your trials, supporting enhanced data collection, patient recruitment, and patient retention. How have we applied this service to increase the success of our sponsors?

Ensure expert safety monitoring and achieve corporate goal with rapid deployment of patient support

Our expert study start-up team works quickly to execute home health care visits to accommodate appropriate safety monitoring. We work closely with sponsors to expedite documentation to ensure integration of the service beginning with the first patient enrolled, and provide appropriate safety monitoring throughout the trial during our visits, adding value for patients and sponsors.

Successfully manage global home health care visits with high-quality deliverables

Concerned about adding confusion to the site staff resulting in lost data or data errors? We leverage our ISO 9001:2015 certified quality processes to outline expectations in your training manual, perform QC of all source documents, and track DCFs and queries in our proprietary remote visit management system RVMS to ensure high-quality data.

Improve trial/patient management and transparency through enhanced technology and communication

Maintain transparency of your in-home visit status throughout your trial to improve patient engagement and operational efficiency. We'll start your study off right by determining required reporting needed for you and your sites, and provide weekly status reports using our RVMS and targeted KPIs to measure ongoing performance.

"Our trials are quite complex and we have relied heavily on Firma to draw patient labs and ship them overnight to us at study lab sites. Several patients are international, so it is not a small accomplishment to get the labs to us overnight and in time for appropriate safety and efficacy monitoring. We simply could not carry out our studies without the remarkable dedication and professionalism of Firma."
— Principal Investigator, large academic medical center

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For more information on how to enhance your trial while improving the patient experience, email **sales@firmaclinical.com** or visit **firmaclinical.com.**