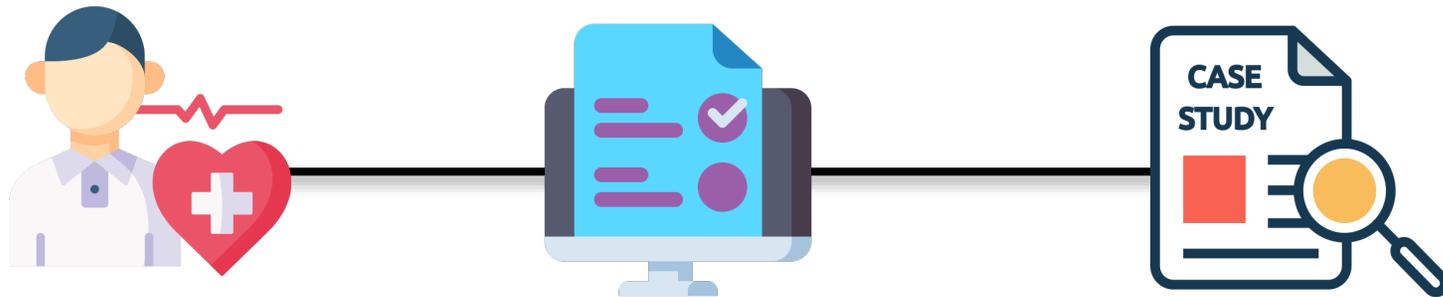


Using Patient Feedback to Develop Business Cases



Secondary Data

76% of patients expect Pharma to provide them with tools & support services

HealthcareAnalytics.com

85% of Pharma companies are launching new investments in Patient Services

Accenture, The Patient is IN

\$5 Billion is spent each year on patient support programs

Phreesia Life Sciences

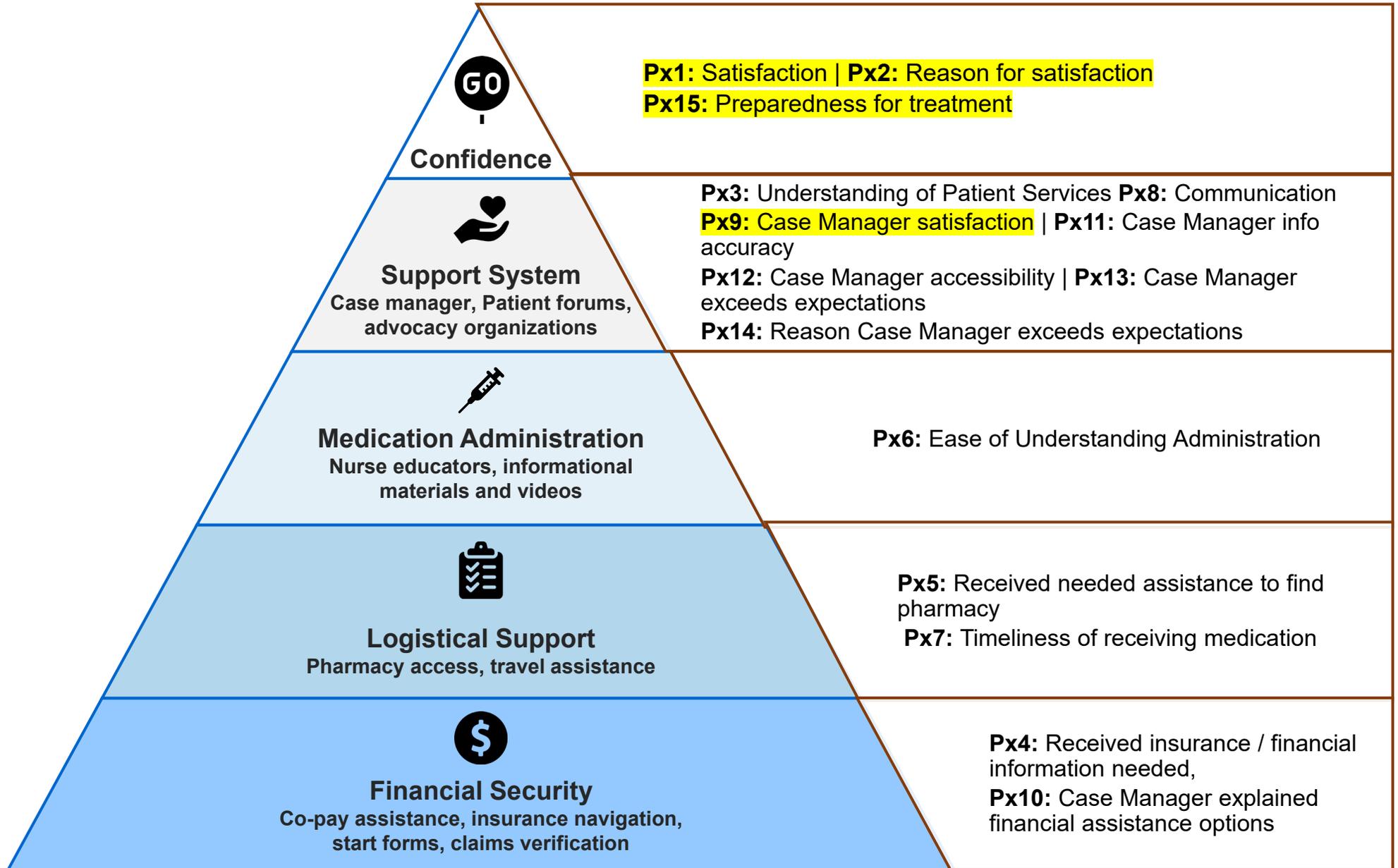
Physicians feel that Patient Services improve adherence

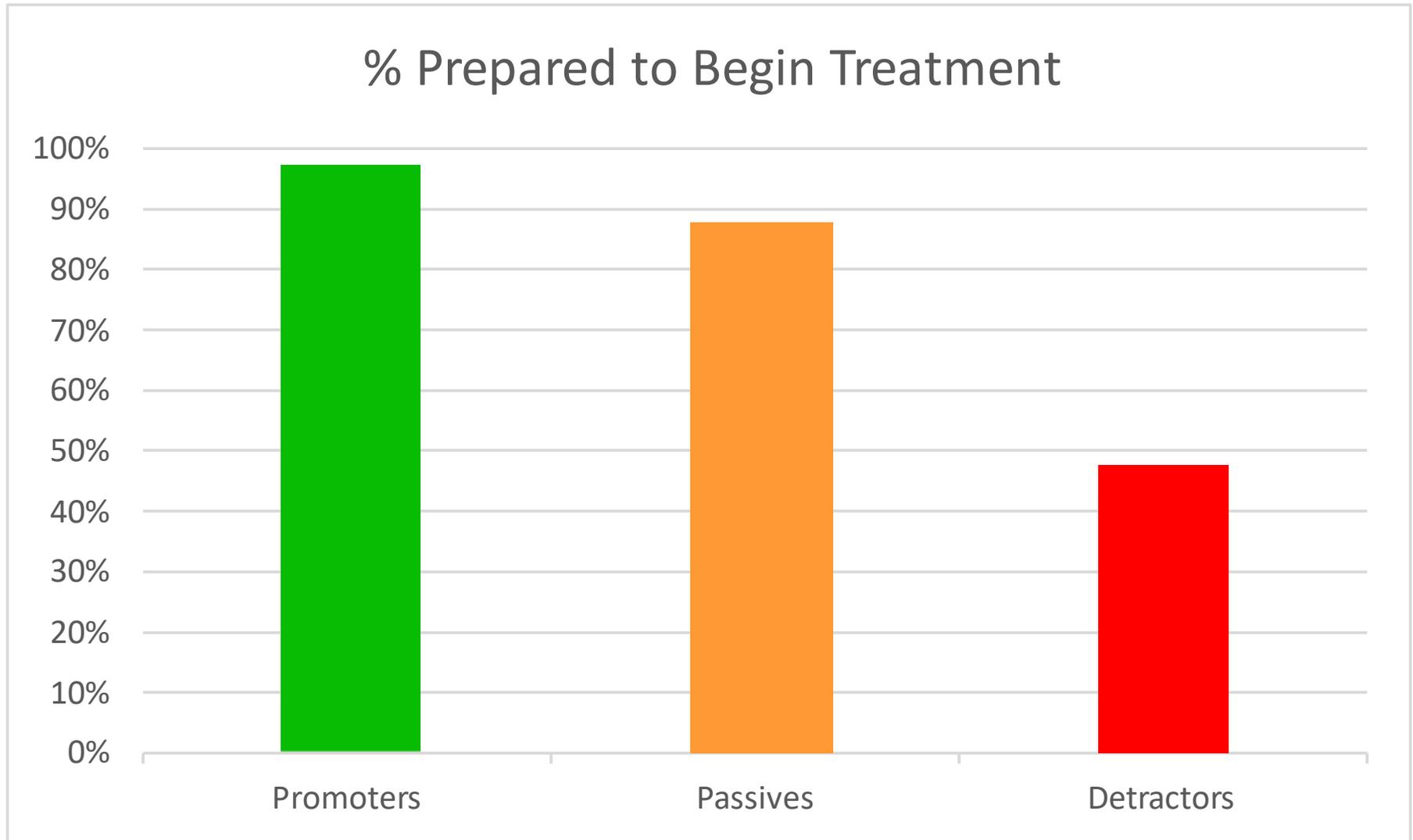
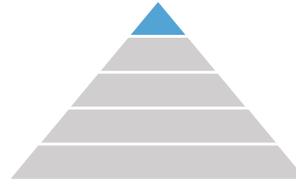
Oncology Insights

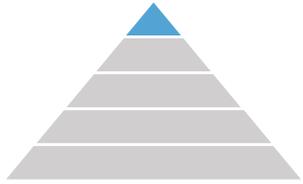
Primary Data

Best Practice Px 15









Assessing Impact of High Touch Model

Confidence

*“[My Case Manager] and the [company] team **were so reassuring and clearly explained each step** as I moved through sign up, dealing with insurance, and learning how to administer my injections.”*

100% ↑

Preparedness for Treatment (% Yes)

80% ↑



Highly Satisfied

67% ↓

Preparedness for Treatment (% Yes)

2% ↓



Not Satisfied

■ Highly Satisfied ■ Not Satisfied

Px1. Based on your interactions with [COMPANY] and your [POINT OF CONTACT], how satisfied are you with the process for receiving your therapy? (1-10 scale) Base n = 265

Px15. Do you feel that your experience with [COMPANY] and [POINT OF CONTACT] has adequately prepared you to begin treatment? (Yes/No) Base n = 265

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