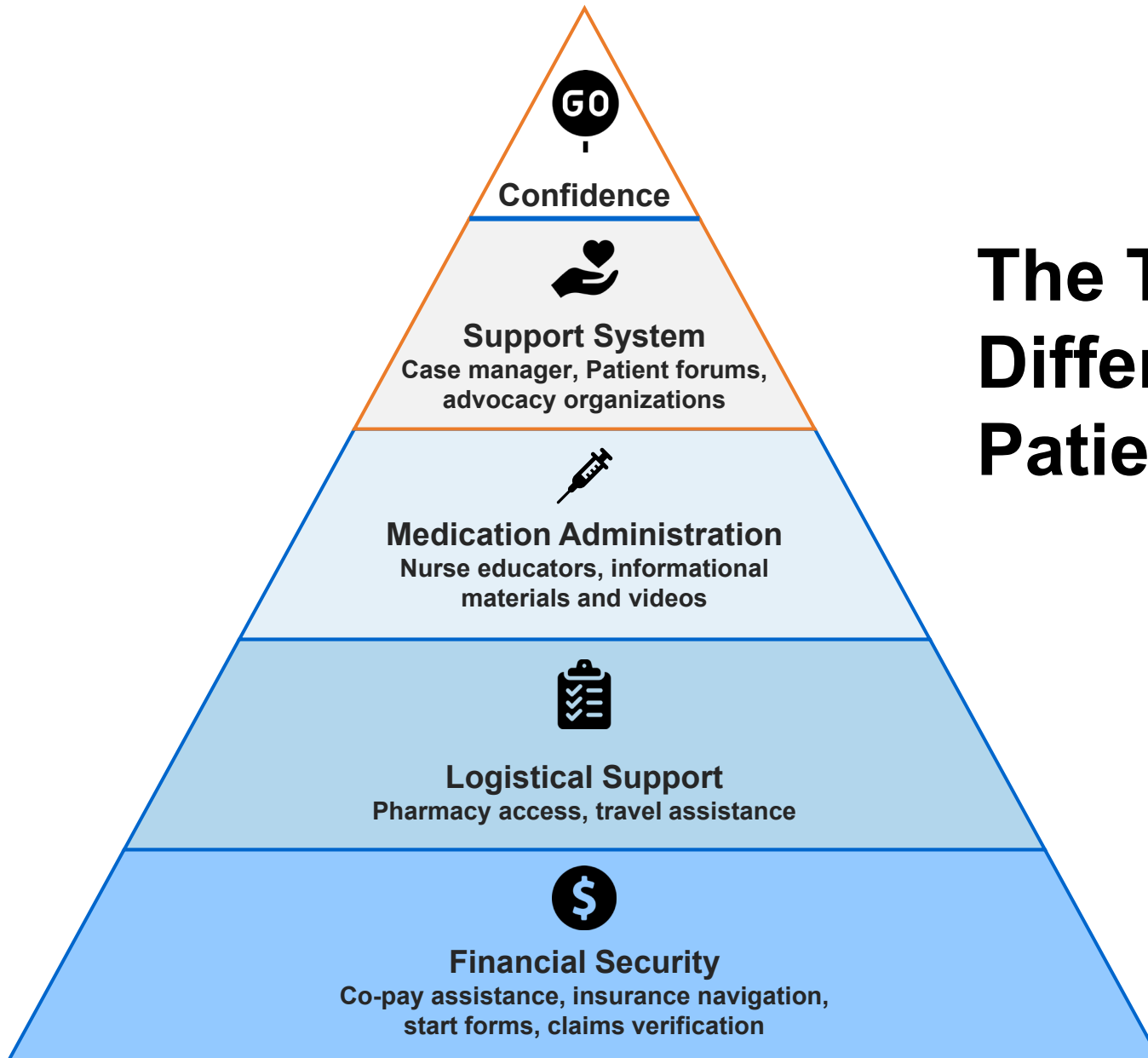
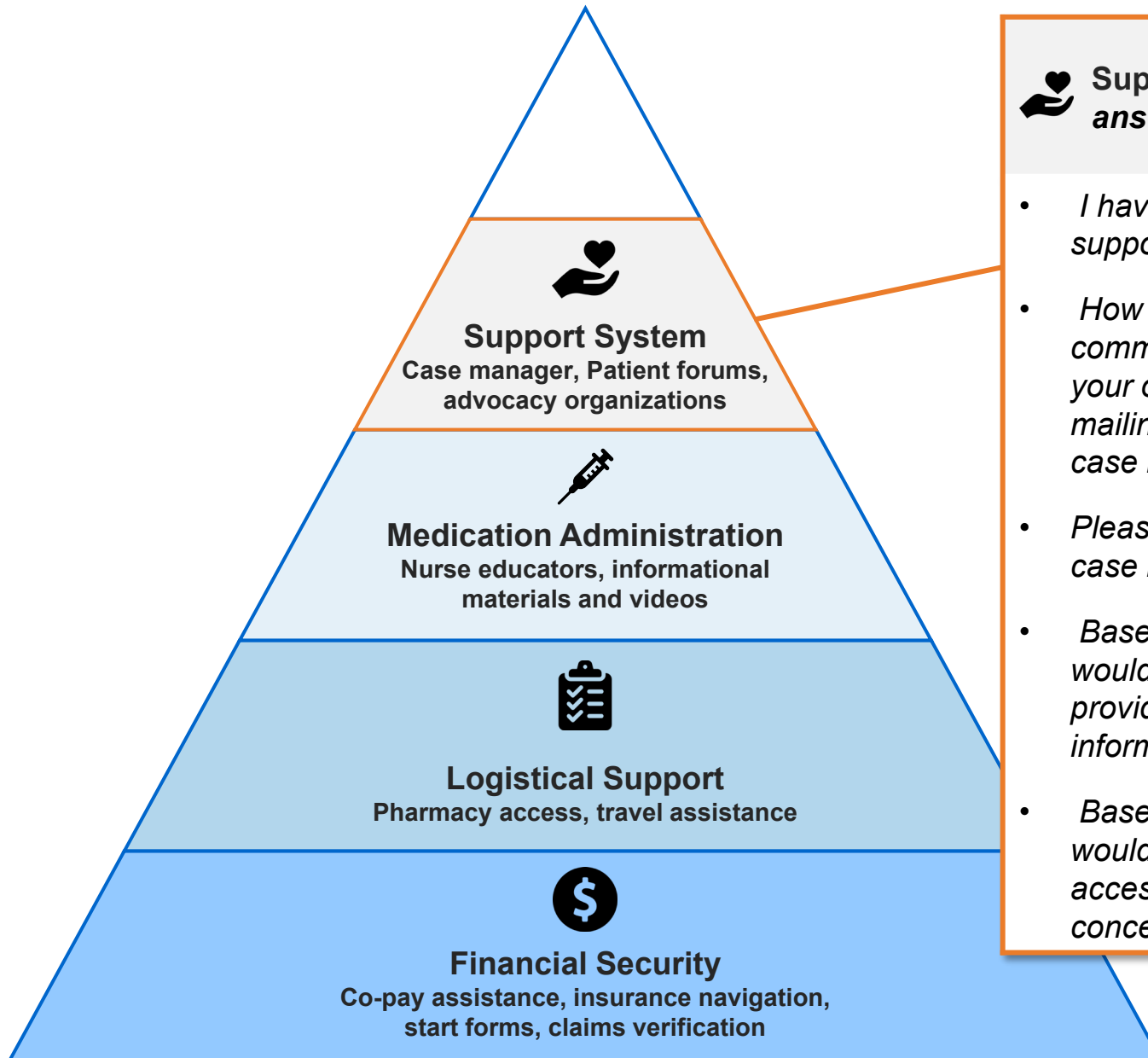



Patient Support Services Two Differentiators



The Two Differentiating Patient Needs

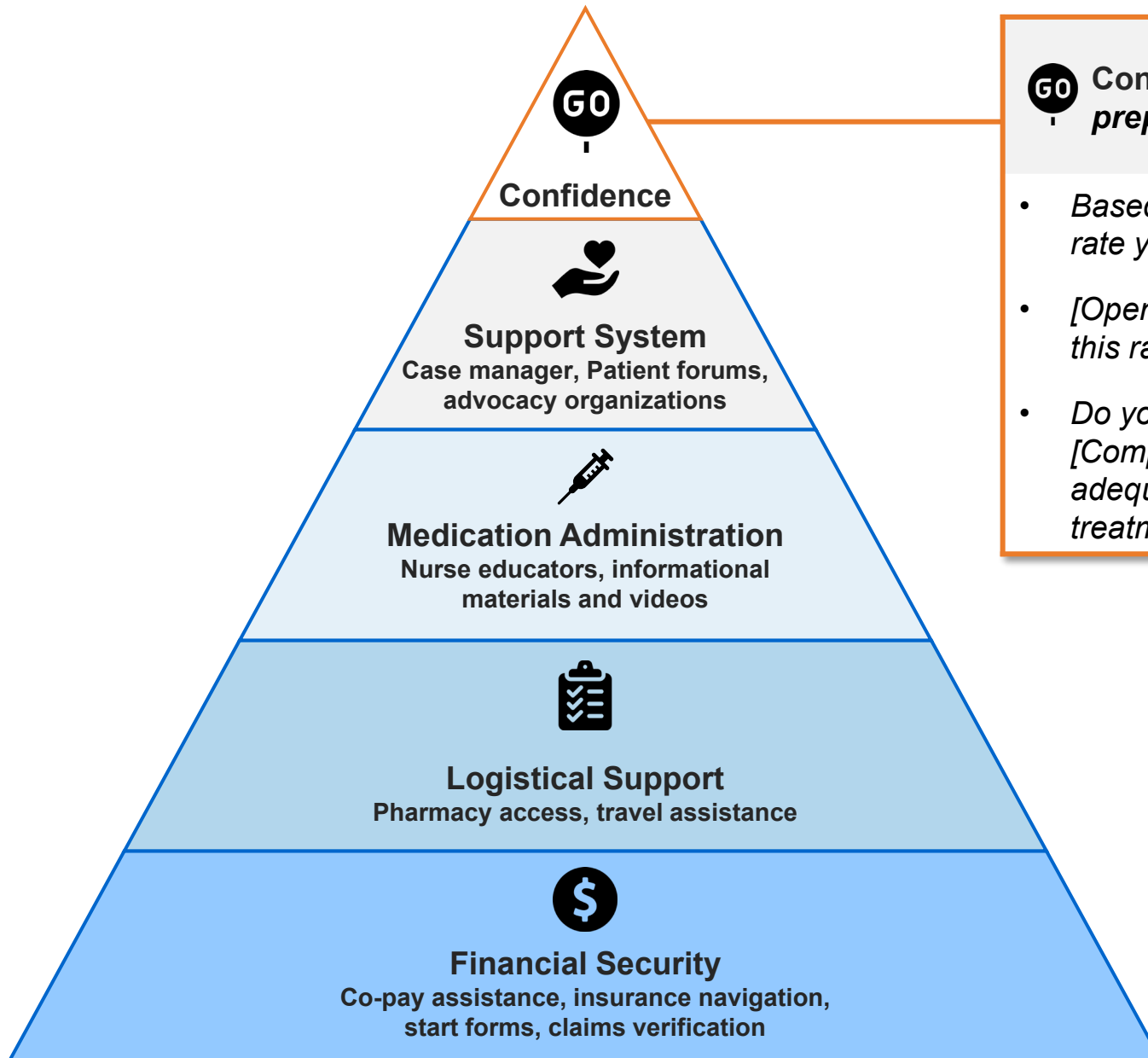
Patient Support Services Two Differentiators



 **Support System - “I can easily get answers to my questions”**

- *I have a clear understanding of the patient support services available.*
- *How would you describe the level of communication that you received during your onboarding (including emails, mailings, and communications from your case manager)?*
- *Please rate your satisfaction with your case manager.*
- *Based on your interactions, how strongly would you agree that your case manager provided you with accurate, up-to-date information?*
- *Based on your interactions, how strongly would you agree that your case manager is accessible when you have questions or concerns?*

Patient Support Services Two Differentiators



GO Confidence - *"I feel confident that I am prepared for my treatment"*

- *Based on your interactions, how would you rate your satisfaction with the program?*
- *[Open End]: Please explain why you gave this rating*
- *Do you feel that your experience with [Company] and [Case Manager] has adequately prepared you to begin treatment?*

Patient Support Services Hierarchy of Needs

