

What is a Real-Time Voice of Patient program?

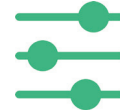
Real-Time Voice of Patient programs help pharmaceutical and biotechnology companies:



Increase Positive Patient Outcomes



Improve Adherence



Refine Services & Strategies



Drive Operational Improvements

Here's how a Real-Time Voice of Patient program works:

1.



Patient experiences a milestone in their treatment journey

Looks like things aren't going so well ...

2.



Patient receives a survey about their recent treatment experience

The patient says they forgot to take their last dosage ... and the case manager was very rude

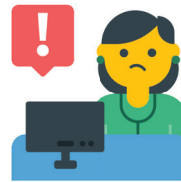
3.



Real-time survey results come into patient experience software platform

Patient survey results can be viewed and analyzed alongside other patient data

4.



Patient services receives alert about patient's negative experience

Alert was triggered because survey answers indicated some problems

5.



Patient services helps patient to better understand dosage regimen

Closing the loop with patients can improve adherence & lead to better outcomes

6.



Patient services trains treatment case managers to improve demeanor

Closing the loop internally helps refine services & improve patient experience

7.



Patient experiences a milestone in their treatment journey

Better preparedness led to better outcomes ... and the case manager was much nicer this time!