

# SPONSOR CASE STUDY

## Patient travel and reimbursements for AL Amyloidosis study

### Situation:

This three-year rare disease study was being conducted at 75 study sites throughout the United States, Canada, Europe, and Australia. The study required a 13-month commitment from patients, and had a rigorous visit calendar for the first 3 months of treatment, thus the sponsor was seeking assistance with patient travel and coordination.

### Solution:

In an effort to enroll and retain patients, ClinEdge Travel implemented a travel coordination and reimbursement support program for the study. ClinEdge Engage travel coordinators facilitated all travel itineraries and coordination for patients and their caregivers up front, including booking air travel, car transportation, and hotel stays, with no cost to the patient. We also facilitated reimbursements for any out-of-pocket expenses incurred during the study visit.

### Results:

Through the ClinEdge Travel program, patients and caregivers were able to attend all weekly study visits and 100% of the patients using the travel program are on track to complete the study treatment.

**“It was amazing to see how simple the process was for us and our patients when dealing with the ClinEdge Travel program—we will be working with your team again.”**

100%

100% retention rate for patient travel



Travel booked for over 2,000 study visits



75% of enrolled patients used travel services



90% using reimbursement services

## PATIENT TRAVEL MATERIALS

Supplements for this study included study branded magnets and folders along with other patient-facing materials that made contacting the ClinEdge Travel team as simple as possible.

