

CASE STUDY

Baltimore VA NPC ClinCard Case Study: The Value and Our Experience After One Year

An Interview with Cary Zink, Ph.D, Executive Director



The Baltimore Research and Education Foundation, Inc. is a private, non-profit organization established in July of 1990 to support research and research-related educational activities of the VA Maryland Health Care System.

Previous Challenges:

What challenges were you experiencing making research payments to veterans prior to purchasing ClinCard?

We used to pay with checks and petty cash. The cash was insecure, and the check mailing was fraught with problems since many veterans were transient and lacked stable housing. We had many checks that were mailed back. We had to manually track payments using these methods.

The issue came to a head during a large, survey-study with hundreds of participants and check mailings. We had to find a better way.

How has ClinCard benefitted veterans?

Veterans are a unique group. We wanted to make it easy since some don't have bank accounts. ClinCard has been better for them. They can get money from the card without a bank account by taking their government ID to a bank and receiving the money at no charge. They can also use ClinCard like a debit card for point-of-sale purchases.

What was particularly helpful about ClinCard?

The card was huge during COVID-19. Some studies had phone visits and we were able to pay veterans remotely via the ClinCard. For studies with multiple payments, we're able to issue repeated payments to the single card the veteran has. We're noticing that more trials are coming on board now that we have ClinCard.

The transparent accounting reports track all the payments, offering efficiency and consistency for us. The IRB, VA Privacy Officer, and VA Security Officer had no problems related to data security. ClinCard passed the IT security test.

How has ClinCard helped study coordinators?

ClinCard is fantastic! The card has helped enormously. Administratively, we can see how many patients are enrolled, evaluate the "health" of the trial accrual, and monitor the coverage of trial expenses—we can see the big picture!

Coordinators no longer use manual study visit tracking sheets. The ClinCard portal captures that. It's been easier and more flexible.



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Customer service has been great. If the coordinators can't fix a mistake themselves, we've called Greenphire. It's great to have a person to call versus getting lost with a large company. The system has the appropriate balance – i.e., pull down menus to exceptions or changes that can be made. A nice interplay that improves internal controls and best practices. Cash was a significant liability, this has been a huge improvement!

How did you find out about ClinCard and what attracted you to the product?

We heard about ClinCard from the NAVREF listserv and VA NPPO office. ClinCard was attractive in that it was secure and remedied the above issues. The customer service from the sales rep was amazing—the demonstration and evaluation process seemed very personalized.

Benefits:

Can you describe any time savings or cost savings per use of the ClinCard?

It was taking our Business Manager a lot of time to write the check and enter information into our financial system. The internal check process was cumbersome, with two signatures required and extra banking steps. Tracking down signatures was hard and keeping track of payments was time-consuming. This process is much more streamlined now with ClinCard.

What feedback have study sponsors provided regarding your use of ClinCard?

Nothing specific, but they are fine to help cover some of the ClinCard costs. We're able to budget for these fees.

Future Plans/Summary:

Did your NPC develop policies to establish ClinCard as the preferred participant payment method?

We've updated our Petty Cash Policy to specify that cash could only be used as an exception and with Board approval.

Any overall comments regarding your experience with ClinCard?

It's been fantastic and the sales rep and the rest of the Greenphire team have been a pleasure to work with. ClinCard has been worth every penny of the cost.



Greenphire is the leader in global clinical trial financial process automation. Greenphire's best-in-class solutions optimize clinical trial performance by streamlining payment and logistical workflows from sponsors and CROs to sites and patients. Greenphire's EnvisiX, eClinicalGPS, ClinCard and ConneX solutions easily handle any type of trial design and complexity, resulting in more accurate and compliant payments and simplified travel globally for both sites and patients. The choice of industry leaders worldwide, Greenphire provides better performance and better data, resulting in better trials. Learn more at www.greenphire.com.