

CASE STUDY

Sites Say...

Greenphire Solutions Making a Difference in Clinical Trial Patient Participation



Often, the frequent visits associated with participating in a clinical research trial can create additional burden on patients. Non-medical costs, such as transportation, parking and meals, can add up, and can be reason for patient drop out.

It's Greenphire's mission to help ease those financial and logistical burdens that may stand in the way of participation in trials.

*Greenphire has a **92% satisfaction rate** of their suite of patient convenience technology, and we wanted to hear directly from sites. Recently, we interviewed a clinician regarding the site's experience with Greenphire.*

Tell us about how you interact with Greenphire.

My site is using Greenphire for 5 different studies, all neuro-based diseases.

Which products do you use and how do you use them?

I am the Study Admin and take care of ClinCard and ConneX for all the patients. Each study reimburses for different things, but in general it's things like food, mileage, stipend, tolls, hotels (in the case of hotels, my patients have opted to self-book and then bring the receipt.)

How has Greenphire supported your site in onboarding and using the service?

For a new study, they initially reach out to the study coordinator who lets them know that, for our site, I am the contact. From then on, Greenphire interacts with me. Greenphire support has been great, very prompt.



“I think [patients and study partners] are grateful to be receiving some money.

I see everything moving to cards [for reimbursements].

I would recommend Greenphire to other sites.”

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What services were you using prior to Greenphire?

Prior to Greenphire, we used to request a check on a quarterly basis from our Finance team.

How has ClinCard helped your site?

Cards are becoming more popular, most of the time all the services are all on the card. Not every study is set up the same in ClinCard. Some studies spell out the allowed reimbursement types and I just have to choose for the drop-down. Others only have a Miscellaneous category and I have to input the proper amount.

How is the service helping patients? Are patients appreciative of the service? Have you received any feedback from them?

Most patients are grateful for whatever they get, it makes patients happy. A lot of these patients have a “study partner” (family member, caregiver) who accompanies them. If the study partner is able to also be reimbursed, this is included in the consent.

Would you recommend this service to other sites?

I see that everything is moving to cards, so yes, I would recommend Greenphire to other sites.



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.