

Greenphire Travel Helps a Global Rare Disease Biotech Drive Retention by Easing Logistical Burdens for Their Study Participants

The Challenge

Suvoda works with a global biotechnology company on a mission to develop precision medicine for rare diseases. With patients at the forefront of their trials and decisions, this organization continuously strives to provide the best possible experience for their study participants.

Rare diseases by nature impact fewer people globally than other therapeutic areas. The result is rare disease patients having to travel greater distances to participate in a clinical trial (average distance from the site = 152 miles over the last five years). Though many patients are willing to travel in support of their healthcare journey, the time, effort, cost and associated stress can be substantial.

As such, this sponsor selected Greenphire Travel to manage their trial logistics and ease the burden for clinical trial participants.



The Solution

Through Greenphire Travel, patients have access to global agents with regionalized expertise who arrange all travel and accommodations from car service, flights and rail to hotels, visa services and specialty transportation.

Agents are available 24/7, providing in-market and local language support. They are dedicated to ensuring each participant's unique needs are met by booking the most appropriate and personalized travel accommodations all while adhering to the sponsor's travel policy. Greenphire Travel removes the burden of travel arrangement while eliminating the need for sites and participants to pay out-of-pocket for travel expenses.

The Results

Introducing Greenphire Travel to manage global travel has provided significant benefit to the sponsor, their sites, and most notably their participants. For one particular study using Greenphire Travel, the sponsor maintained a 95% retention rate over a duration of 148-weeks. This study supported more than 16,000 itineraries across 20 countries and 40 sites.

Itineraries were booked weekly with varying requirements. Families in closer proximity often had two-way car services or taxis arranged while other families traveled internationally, requiring flights, hotels, and car services. Other itineraries have included renting an RV, securing non-medical emergency transportation, and providing wheelchair accessible accommodations.

“Greenphire Travel is fundamentally the backbone of our travel program”, indicated a Clinical Trial Associate from the pharma company. “No matter the need or request, Greenphire Travel has the regional expertise and flexibility to handle all travel requirements for our participants.”

Ultimately, Greenphire Travel provides this sponsor with a dedicated program for the facilitation of participant travel, including a centralized view into itineraries and spend. Site staff have gained time back to concentrate on research and participant care, and most importantly, participants are given peace of mind as they can focus solely on their journey towards better health.

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Suvoda is a global clinical trial technology company with a real-time experience platform that empowers sponsors and CROs to make confident decisions and sites and patients to take calm, controlled action. Suvoda delivers interconnected, action-driven software solutions and industry-leading services and support, so that even in the most time-sensitive, mission-critical moments, life-changing studies keep moving forward. Suvoda recently merged with Greenphire, a leading provider of clinical trial financial management and patient support tools. To learn more, visit suvoda.com and follow Suvoda on LinkedIn.