



CASE STUDY

How ClinCard® Saved Time, Resources and Improved the Patient Experience for a Global Medical Network

“ClinCard has been a lifesaver and a timesaver. The hours it would take every week to process these payments cut into time I needed to spend on other projects, so I can’t say enough about the ClinCard program. I think it’s genius.”

Clinical Trial Coordinator

For more than 120 years, this medical network has been dedicated to delivering top-quality clinical care and pioneering research that brings the latest treatment options and prevention methods to patients. Due to the time-consuming and resource-intensive nature of the participant reimbursement processes in place, the parent university started looking for a solution that could help streamline its operations while also ensuring that their clinical trial participants are satisfied and receive timely payments.

The Challenge:

Before implementing Greenphire’s ClinCard in 2014, the medical network had to rely on a very manual, time-consuming and resource-draining internal process that often resulted in delays and frustration among participants who had to wait for their funds.

1. Manual Processes

The payment process for study participants was lengthy and complex. Participants would submit their receipts to the nurse during their visit who would then create an envelope and forward it to the administrative supervisor. The supervisor would then check with the study team to determine the budget and what was approved. The receipts would be arranged in date order and scanned, and an e-form would be created. The e-form would then go through three different approvals before being entered. Only then would the check be sent to the participant. This whole process, to pay one participant, would take about three weeks to complete and required, on average, six staff members to be involved.

2. Payment Tracking Inefficiency

Tracking payments involved manually inputting data into an Excel spreadsheet, including the study name, reimbursement amount, what it was for, and so on. Once the participant was paid, staff had to submit their redacted receipts to the finance department to bill the sponsor. Finally, they had to keep track of when reimbursement from the sponsor was received, making it a very roundabout process.

3. Delays in Reimbursements

Participants would inquire about the status of their reimbursements considering they often paid for expenses out-of-pocket. They frequently asked questions such as “why is it taking three weeks?” and “when am I going to get my check?” Due to the high volume of reimbursements that needed to be manually processed, it often took several months before all necessary information could be entered and reimbursements processed.

“A fast, user-friendly system that makes everyone’s life easy - including the patient.”

Clinical Trial Administrator

15 hours per week saved
on manual processes

The Solutions

The medical network decided to implement ClinCard, eliminating arduous steps and staff effort, enabling seamless and real-time payments to participants and demonstrating their commitment to providing a positive patient experience.

1. Time Savings:

ClinCard has significantly reduced the time spent on manual processes and has improved the speed at which patients receive their payments. On average, the staff members save around 15 hours per week due to the elimination of three or four steps in the payment workflow.

2. Participants Paid On Time

Participants are paid immediately on the day of their visit or at the time of providing receipts. Payments are initiated by the study team and approved right away, leading to faster processing times. Participants have also mentioned that they prefer being paid with a debit card instead of gift cards or checks. Debit cards provide greater flexibility and in case of a lost card, the funds can be transferred immediately to a new card to ensure no loss of money.

3. Improved Tracking and Budgeting

With ClinCard, study teams can now more closely track participant payments, ensuring they stay on budget. All payment information is entered into the system when setting up the study and portal, making it a breeze to manage expenses. ClinCard has been easily integrated with other software that the medical network utilizes, allowing for seamless data transfer and report generation. The staff has found ClinCard’s comprehensive program for running reports and tracking expenses beneficial.

3. Lyft Rideshare Program

The medical network has recently introduced Greenphire’s rideshare program for certain study teams. This program allows them to quickly and easily request transportation for their participants. The rideshare feature is directly integrated within the ClinCard portal, which eliminates the need for staff and participants to navigate to a separate app.

Summary

The success experienced by using ClinCard is a testament to the power of innovation and workflow automation. By adopting ClinCard, the medical network has been able to streamline its financial processes and gain greater visibility, making the experience for both staff and patients more efficient and less burdensome. Usage of ClinCard has continued to grow across the program and the medical network looks forward to continuing to leverage Greenphire’s solutions in its clinical trials, both now and in the future.



Greenphire is a Thoma Bravo-backed software company specializing in providing comprehensive solutions for streamlining clinical trials. With a focus on optimizing patient and site experiences, Greenphire offers innovative software for travel and logistics support, automated patient and site payment solutions, and trial budgeting software and analytics.

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