

PATIENT ENGAGEMENT SERVICES

COMPANY BACKGROUND



A leading engagement provider **since 1992**



Winner of **12 international awards** for creative excellence



Experience in **100 countries**



Regarded as **industry pioneers** and thought leaders



Consultants and trainers to major pharma and biotech companies

ABOUT IMPERIAL PATIENT ENGAGEMENT SERVICES

We help biopharmaceutical and medical device companies get their investigational products to market sooner by facilitating the successful completion of global clinical trials with site-level customization of patient engagement goals.

THERAPEUTIC AREAS / CATEGORIES INCLUDE:

- > Biologics
- > Cardiology
- > Dermatology
- > Endocrinology
- > Gastroenterology
- > Inflammatory
- > Immunology
- > Medical Devices
- > Men's Health
- > Nephrology
- > Neurology
- > Oncology
- > Ophthalmology
- > Pain
- > Pediatrics
- > Pulmonology
- > Rare Diseases
- > Respiratory
- > Urology
- > Vaccines
- > Women's Health

CORE SERVICES

CUSTOMIZED PATIENT ENGAGEMENT PROGRAMS

Imperial develops targeted patient engagement programs leveraging a myriad of resources, including media and community outreach, to raise trial awareness and promote participation. But getting patients in the door is only half the battle. Our engagement programs keep study participants informed and engaged to ensure they stay the course until trial completion. Program components include site support materials to aid in identifying and screening patients; physician education packages to encourage patient referrals; engagement kits to inspire self-referrals; and engagement packages to maintain patient communication and interest.

STRATEGIC SITE SELECTION AND MANAGEMENT

Site quality is a key determinant in meeting patient enrollment goals. Imperial leverages its experience identifying investigators as well as evaluating site staff, facilities, clinical research expertise and patient engagement abilities to develop targeted investigator lists and strategic communication plans to ensure enrollment success.

PATIENT ENGAGEMENT SERVICES

CORE SERVICES (CONTINUED)

EXPERT PROJECT MANAGEMENT

With an average 10 years of tenure at Imperial, our project management team comprises experienced strategists who monitor engagement activity and coach sites to meet short- and long-term goals. This approach addresses local campaign challenges and helps sites achieve maximum benefit.

ACCLAIMED CREATIVE SERVICES

Imperial's award-winning creative agency promotes study brand distinction through customized designs and compelling messages. Fully staffed with writers and designers, Imperial develops a variety of print, web and electronic collateral targeted to patients and physicians.

WORLD-CLASS CLINICAL STAFF TRAINING

Imperial's Best Engagement Practices training programs prepare project managers, clinical research associates, study coordinators, site directors, and investigators to meet engagement challenges with clarity. We cover the bases, from addressing engagement challenges and enhancing enrollment to assessing site resources and understanding diverse patient populations.

WHAT IMPERIAL DELIVERS



PATIENT ENGAGEMENT

Our patient engagement team started as a site management organization, not a marketing agency like most companies. This gives us background, perspective, and expertise that others do not have.



ANCILLARY SUPPLIES

We do more than procure - our team manages expiry, technology programming, repackaging, and all related activities to maximize protocol compliance. Working hand-in-hand with your teams, we research and deliver the most effective in-country solutions for your study.



CREATIVE SERVICES

Our award-winning creative team produces unparalleled strategies, including web, video, and writing for all types of clinical trials.



STUDY STARTUP

We have been a trusted leader in creating and printing patient and physician facing materials for more than 40 years.



PROJECT MANAGEMENT

Our project managers are your point of contact for everything with Imperial. Their customer-centric focus, agility, and attention to detail assure first-rate and faster results.



GLOBAL LOGISTICS

We procure, fulfill, and distribute more than 50,000 shipments annually into over 100 countries for our clients. Our logistics team monitors and manages your products at every step of the way.



CLINICAL TRANSLATION SERVICES

Our team delivers ISO-certified translations into more than 130 languages and dialects. Translators are vetted, in-country, clinically experienced professionals ensuring the highest quality and accurate translations.



STUDY CLOSURE SERVICES

Our proprietary Global Web Management Portal allows your team to manage non-monitor-related activities including generating electronic trial master files, distributing records directly to sites, and requesting interim data releases in anticipation of audits.