

CASE STUDY

YOU DON'T KNOW IF YOU DON'T ASK

Simple Questions Lead to a Turnkey Solution



GOAL

Utilize iPads to successfully collect patient data from nearly 100 sites across the U.S. and Canada.



SITUATION

It began with a simple request from a customer: “Can you procure iPads for us?” This led to customized devices that avoided potential pitfalls that the client had not addressed, or even thought of.

The client wanted to use iPads to collect patient data for a clinical trial throughout the U.S. and Canada using a custom data collection app. Initially, it was thought that patients would simply access the app using an iPad, enter their data, and be done.

After Imperial probed deeper into the prospective use of nearly 100 iPads, discovery indicated there was more to the situation than the client initially thought. Imperial developed a full-service turnkey product that resulted in successful data collection.



SOLUTION

The first consideration was that iPads have a tendency to “walk off.” Imperial attached a cable anti-theft device to each iPad to ensure that it remained at the data collection site.

Secondly, when the iPads arrived at Imperial, each was individually registered and calibrated to basic settings, such as language and time zone. It’s a simple step, but if not performed correctly could lead to iPad freezes or shutdowns and loss of data. Imperial’s information systems department also checked each iPad to ensure that it had the latest version of the iPad operating system, as well as the client’s data collection app. Lastly, Imperial password-protected each iPad with a unique code to ensure patient privacy.

After quality control steps were completed, each iPad was numbered for tracking and packaged in a kit, which was also to be used to return the data at the conclusion of the study. Each site was sent a PDF instruction manual developed by Imperial, containing directions for everything from logging in and entering the proper password, to troubleshooting.

CASE STUDY



SOLUTION CONT.

Upon completion of the survey, all iPads were returned to Imperial. Data was downloaded from each iPad and sent through a secure portal to the app developer, then validated prior to the due date, resulting in a successful database lock.



ACHIEVEMENTS

- › Developed customized devices that saved each client site approximately eight hours of setup prior to use
- › Supported each client site in troubleshooting and proper use of the iPads
- › Enabled client to successfully implement a two-year patient study
- › Successfully uploaded collected data to the developer on behalf of the client



CONCLUSION

iPads can be instrumental in data collection—if used to their best advantage. By probing into the prospective use of the devices, Imperial helped ensure the collected data could not be compromised or lost, while saving the client countless hours over the course of the study.

ABOUT IMPERIAL

Speed and flawless execution are what matters today. Our customers live in an environment with a thousand moving pieces and parts, each one with its own timeline, budget, and other associated challenges. Imperial is structured to plug in exactly where our hundreds of sponsor and CRO clients need us.

SERVICES INCLUDE

- › Project Management
- › Patient Recruitment and Engagement
- › Creative Services
- › Clinical Translation Services
- › Global Logistics
- › Ancillary Supplies
- › Study Startup
- › Study Closure Services