



Emergency Scientific & Medical Services

CASE STUDY

Patient Call

ESMS provide a 24/7 emergency medical response service for Clinical Trials and Medical Information to many of the world's leading pharmaceutical companies. With global contracts across 80 countries, speaking 45 languages, our background and culture is built on providing support in emergency situations.

Introduction

Although not contracted to unblind patients on their request, occasionally ESMS does receive telephone calls from frustrated and concerned trial patients who are unable to make contact with their Investigator when they might feel unwell.

As daunting as this may be for the patient, ESMS can be a supporting voice over the telephone to reassure the patient, engage with them and help to keep them on the trial.

In some instances we will even endeavour to assist in navigating complicated switchboards to ultimately reach their investigators. Or advise them that they attend hospital with their patient card and request that a Health Care professional contact us to discuss further.

The following case study is an example of a difficult journey one particular patient faced when the Investigator was unavailable.

ESMS were providing 24/7 medical response services globally for this long standing ESMS client and 'top ten' global pharmaceutical company supporting their double-blind Phase III trial investigating cardiovascular (CV) and renal events in patients with type 2 diabetes (T2D).

Challenge/Situation

ESMS Information Scientist (IS) received an incoming telephone call, in Hungarian from a trial patients' relative.

Over the last two days, the patient had been experiencing symptoms such as a continuous fever, feeling very weak and having "wobbly" legs. They were also experiencing falls and stumbling frequently. In addition, the patient was unable to hold urine and when they urinated it burned and stung.

The patient was at week three of the trial and hadn't taken the medication since experiencing these symptoms.

When the caller was asked if they had spoken to the doctor or the Investigator, they responded by saying that was the first thing they did, but the Investigator was unavailable.

They explained that they then called the OOH doctor who suggested a medication called **Algopyrin** and that the patient should lie down there after.



With continued frustration and anxiety, patient and relative decided to contact their family Doctor who suggested that they present and attend hospital.

- ▶ The hospital, in turn, asked them to call ESMS (on behalf of the Sponsor) as they did not want to tamper with a patient that was participating in a clinical trial without knowing more.
- ▶ ESMS Information Scientist received the incoming telephone call and informed them that they had come through to an emergency telephone line for healthcare professionals only.
- ▶ After calming and reassuring patient - we directed them to go back to the hospital doctor and to give them the patient card, with our contact number and ask them to call us directly for trial specific support on how to treat their patient.
- ▶ The caller was informed that their frustrations and details of the call would be reported.

Solution

ESMS was able to answer the phone and provide a friendly voice to listen to a concerned and frightened participant and their relative.

For this client ESMS are not authorised to provide clinical trial specific support to the patient or patients' relatives but only to the Health Care Professionals. We were therefore unable to provide direct clinical advice to a non-Health Care Professional.

However, we directed the caller to go back to their treating doctor and advised them to give the patient card with our contact number to the doctor and ask them to call us directly for trial specific support on how to treat their patient.

ESMS are experienced in handling non-English calls via a translator model. The ESMS telephone system identified the language requirements using IVR options and the approved Hungarian interpreter was available within 1 minute (58 seconds) to support the call.

The details of the Adverse Event were captured and reported to the client in line with client agreed timelines.

Outcome & Benefits

We take pride in our ability to offer bespoke services to our clients and their respective clinical trials offering 24-hour support.

Choosing us as the single provider for this service provides patients with access to experienced, well trained staff 24/7. Using our interpretation facility ensures that language barriers are not encountered.

Other benefits included:

- + Patient Centricity - Supported and reassured.
- + The highly experienced team are trained to recognise adverse events and would direct the caller to the most appropriate resources, if needed.
- + Patient safety is improved whilst reducing the logistical challenge of tracking safety information from multiple sites.

EMERGENCY SCIENTIFIC & MEDICAL SERVICES

CLINICAL TRIALS | MEDICAL INFORMATION

24/7 | 365