

PATIENT ENGAGEMENT



IMPERIAL IS INSPIRING

Imperial's award-winning creative team specializes in capturing the patient's attention and inspiring them to join a clinical study, as well as keeping them interested and engaged. We provide evidence-based global support services for patient recruitment and retention, based on decades of experience. Our expert project management team will provide a primary point of contact to work with you and coordinate all of your needs throughout the study.

Customized Patient Recruitment and Retention Study Materials



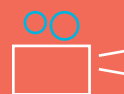
Imperial creates and leverages fresh and engaging patient recruitment/retention materials, site support tools, and a variety of outreach channels to raise awareness about clinical studies, generate referrals to your study sites, and promote study engagement. Our in-house, award-winning creative services team will create a unique identity for your study through to the development of a polished, professional, and attractive design.

End-to-End Materials Management



Design, content creation, layout, translations, print or digital production, kitting, warehousing, and global logistics oversight; our materials production capability is unmatched – it's end to end – which gives us tremendous control over quality, timelines, and cost. Our services are available to support your study à la carte or as a full turnkey experience.

Broad-Based Digital and Video Production Capabilities



Our targeted patient recruitment programs leverage numerous resources, including media and community outreach to raise study awareness and promote participation. Study-specific websites (pre-screener/referral tracking available), digital marketing, video production, including patient and site staff training videos, and more are strategies that are employed based on your study's unique needs.

Patient Retention and Compliance Support



Imperial believes that the most effective patient recruitment approach comes from a retention mindset. Getting patients in the door is only half the battle. Our retention programs keep study participants informed and engaged to ensure they stay the course until study completion. From patient comfort and activity items to stipend/reimbursement management, to a variety of follow-up and communication tools like live call center outreach and text messaging, we can help you remove the barriers to participation and treat study patients as the true partner they are in the research process.


Therapeutic Expertise



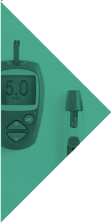
We have proficiency in multiple therapeutic areas and our support capabilities span the globe. With more than 25 years of patient engagement experience, we have the domain expertise to know the most effective methods to support your specific study needs. With our diverse therapeutic knowledge and experience, we are poised to work with you on any indication and with any patient population. From the fastest growing areas of the pipeline, like rare and orphan indications and oncology, to broad-based chronic conditions and immunotherapies, we have the expertise to make wise evidence-based recommendations.

Beginning to End — Full Protocol Support


Other Imperial Services



Study and Site Materials – We specialize in site tools, kits, and materials for patient recruitment and retention. With the creative, printing and production teams working together in one organization, you will experience streamlined precision unavailable elsewhere. We create, print, fulfill, and distribute more than 50,000 shipments annually to more than 120 countries.



Ancillary Supplies and Equipment – 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 the most effective in-country solutions. And we specialize in getting your supplies and equipment to their destination, including countries that are international red-tape challenges.



Clinical Translation Management – We specialize in ISO-certified translation management services for clinical studies into over 130 languages and dialects. Translators are vetted, in-country, clinically experienced professionals ensuring the highest quality and accurate translations.