

eCOA Solutions

Improving quality, saving time and money



You only get real data
by fitting into real lives



WHO WE ARE

CRF Health is a global leader

in innovative electronic Clinical Outcome

Assessment (eCOA) solutions

We're driving the global change to higher-quality outcomes and more efficient paper-free clinical trials. How? By improving patient engagement through the development and deployment of intuitive and patient-focused eCOA technology.

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Since 2000, our solutions have covered:

- *Over 350 studies*
 - *Over 200,000 patients*
 - *More than 70 countries across six continents*
 - *Nearly 70 different languages*
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With operation centers in the United States and the United Kingdom, an R&D center of excellence in Finland, and logistics centers spanning multiple continents, we're a truly global operation able to respond flexibly and rapidly to our customers' needs.

Our eCOA solutions attain unmatched patient and site acceptance and consistently deliver industry leading compliance rates of more than 90%.

INTRODUCING OUR CAPABILITIES

Every study protocol is a unique mix of outcome assessment type, therapeutic area, patient population and geography. So a unique eCOA solution is vital to ensure the protocol's objectives are satisfied.

Our eCOA solutions encompass:

- *PROs (Patient Reported Outcomes)*
 - *ObsROs (Observer Reported Outcomes)*
 - *ClinROs (Clinician or Rater Reported Outcomes)*
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We work with you to identify the optimal solution for every study, ensuring you get the most efficient and effective combination of our TrialMax® modalities, support services and specialist tools for the particular needs of each protocol.

Our technological, scientific and therapeutic expertise makes us well positioned to ensure that your:

- *Assessments are captured correctly and in accordance with the study protocol*
 - *Patients are engaged, driving compliance and retention and making life easier for study sites*
 - *Study is conducted efficiently*
 - *eCOA data is of the highest quality*
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TRIALMAX[®]

A SINGLE SOLUTION FOR A MULTITUDE OF CHALLENGES

Our TrialMax[®] software platform
provides a single solution for home
or site-based eCOA collection for
Phase I to IV clinical trials

Highlights include:

- *Simple data collection*
 - *Patients are guided through the study protocol and shown the right questionnaires at the right time*
 - *Intuitive and easy to use*
 - *Specially designed graphics and data entry fields mean everyone can use them easily*
 - *Suitable for different patient populations*
 - *Can be adapted for the elderly, those with vision and dexterity problems or children and teenagers*
 - *Fits into real lives*
 - *Reminders mean patients can get on with life without having to remember when to answer questions*
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Combining the latest technology with state-of-the-art usability techniques, our platform supports different data collection modalities to facilitate the greatest flexibility for different study requirements.



TRIALMAXTM slate

Designed for use by clinicians and patients at the study site.

Protocols are increasingly demanding more outcome assessments, which means we need to do everything we can to reduce pressure on sites. TrialMax SlateTM can help alleviate this burden.



TRIALMAXTM touch

This handheld diary can be used by patients at home or by the caregiver.

For all studies, regular patient information recording is crucial, but patients' lives are busy and if your data collection system is not easy to use, you risk noncompliance and data gaps. TrialMax TouchTM minimizes these risks.



TRIALMAXTM web

A web-based diary specifically designed for late phase trials.

Such studies often have data points long distances apart, and losing patients is therefore a risk. TrialMax WebTM allows patients to enter data using their own systems such as a mobile phone or laptop. This can really help meet retention challenges.

COMPREHENSIVE SUPPORT – FROM START TO FINISH

When it comes to providing electronic clinical outcome assessment (eCOA) solutions, we not only give you the tools you need to make your project a success, we give you full-service support from start to finish too.

BEST IN CLASS PROJECT MANAGEMENT

Our great Project Managers are responsible for more than the successful and efficient delivery of every project – they also take responsibility for your diary's design to ensure it meets all your protocol's objectives while maximizing patient usability.





In an independent survey, project management and responsiveness were ranked as our greatest strengths, with 92% of customers satisfied

ISR Research, 2012

COLLABORATIVE DESIGN

Our TrialMax® technology and collaborative design process allows us to work closely with study teams to develop the very best and easy-to-use eCOA design for the clinical trial rapidly and cost-effectively.

Our TrialStudio® tool enables us to design and adapt eCOA questionnaires quickly, saving you set-up time by leveraging re-use of instruments and diary components.

DATA MANAGEMENT

Our dedicated, centralized Data Management group acts as an extension to your own team.

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They can:

- *Implement and verify Data Clarification Forms (DCFs)*
 - *Create site archives at the end of the study*
 - *Support you with report requests*
 - *Provide additional data analysis*
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REAL TIME TRIAL MANAGEMENT

In clinical research, speed is of the essence. That's why all our TrialMax® platforms feed data directly into TrialManager®, a customizable online portal that displays the relevant data to the relevant people, as soon as it's available.

DATA COLLECTION NETWORKS

We identify the best data collection networks for each locale and patient population to ensure even your most complex study is globally optimized and runs trouble free. That way, whether you're utilizing smart phone-based patient diaries, LAN-connected site diaries or browser-based web diaries, your study is always supported by the most reliable and cost efficient data collection method.

PATIENT-FACING HELPDESK SUPPORT 24/7

CRF Health efficiently resolves queries through a single point of contact and customer-focused team to ensure data quality and customer satisfaction are never compromised.

- *Staff are fully trained in each of our products*
- *Contact via telephone, email and web chat*
- *Support in over 150 languages*
- *Available at no cost to the patient (via toll-free helplines)*
- *Accessible 24/7*
- *Supported by managers with more than 20 years of experience*

LOGISTICS

Our dedicated logistics facilities in Europe and North America, coupled with our expertise in negotiating the challenging import processes, enable us to provide timely and reliable delivery throughout the study into any part of the world. This ensures even the most actively recruiting sites always have the diary devices they need.

“They have a wealth of knowledge
and a lot of experience.”

Project Manager, Top 10 Pharmaceutical company



When it comes to intuitive diaries,
more than 90% of patients find that
ours are world class

ISR Research, 2012

CRF Health, a global leader in eCOA solutions

If you'd like to generate better quality data by improving the study experience for patients, caregivers and sites alike, contact us today.

We'll happily discuss your project and help you discover the right eCOA collection strategy.

Please call us at:

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+44 208 222 7036 (Europe)

Email us:

info@crfhealth.com

Or visit: www.crfhealth.com