



Fidelis®

TAILORED SERVICES TO YOUR SPECIFIC NEEDS

PATIENT SUPPORT PROGRAMMES (PSP)

FIDELIS RESEARCH provides tailored **Contract Research** Services, incl. **Patient Support Programmes** and **Real World Evidence** solutions; Site Network and Patient Recruitment; and Human Tissue Procurement services in South Eastern Europe.

We operate a **site network for patient recruitment** across several countries in the region:

Bulgaria, Croatia, Romania, Serbia, Turkey

Fidelis is a trustworthy partner to global pharmaceutical, biotech companies and research institutions in a broad range of therapeutic areas.

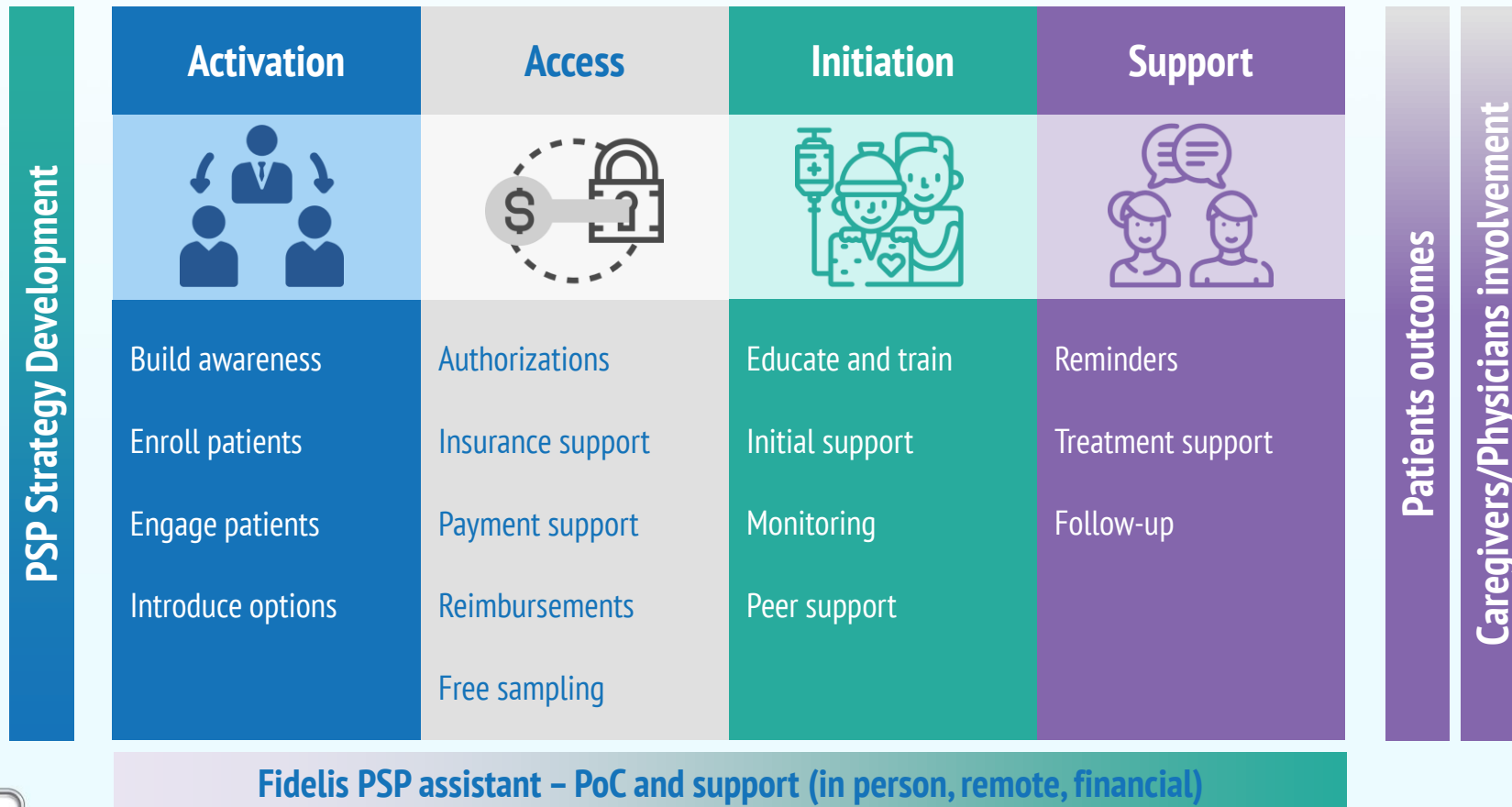
Our goal is to offer well trained and motivated coordinators, fast patient recruitment rates, high-quality deliverables and data through innovative custom-tailored solutions.

FIDELIS RESEARCH offers the full set of services needed to ensure a successful PSP:

- ✓ **PSP strategy development:** together with you we can design your PSP based on your internal objectives, while considering the relevant external factors.
- ✓ **Activate patients:** building awareness, enrolling and engaging patients in support programmes.
- ✓ **Ensure access** to prescribed medication – to both patients and professionals: obtaining treatment authorization, supporting administrative efforts, alleviating financial burden.
- ✓ **Initiate treatment** – educating patients, initial support and monitoring, including peer support.
- ✓ **Ongoing support** to help patients stay on treatment and manage their condition, with the aim of improving outcomes – includes timely reminders, follow-ups, general support (in person or remote)
- ✓ **Financial coordination** – handling payments throughout the PSP on behalf of Sponsors.

FIDELIS' PSP PROCESS CYCLE FOR MEANINGFUL RESULTS

Fidelis manages your PSP from beginning to end to guarantee success



FIDELIS RESEARCH offers competitive pricing based on the major factors affecting the cost of your investment:

Number of patients: smaller groups of patients mean more involvement but also higher per-patient costs (and vice-versa)

Sponsor's desired outcomes: our clients dictate the level of monitoring and support throughout patient's journey

Condition: will influence the level of support needed, the complexity of therapy assessment, the duration of support;

Optimizing value, monitoring and metrics proposition:
Fidelis will help you find the right balance



For the Sponsor



- ✓ Better real world data and evidence collection
- ✓ Informed decision making and measured success
- ✓ Quick patients on-boarding and access to therapy
- ✓ Demonstrated value to patients
- ✓ Brand meets patients' needs and pain points
- ✓ Patient involvement, satisfaction
- ✓ Better product differentiation and perception
- ✓ Improved patient outcomes and brand loyalty

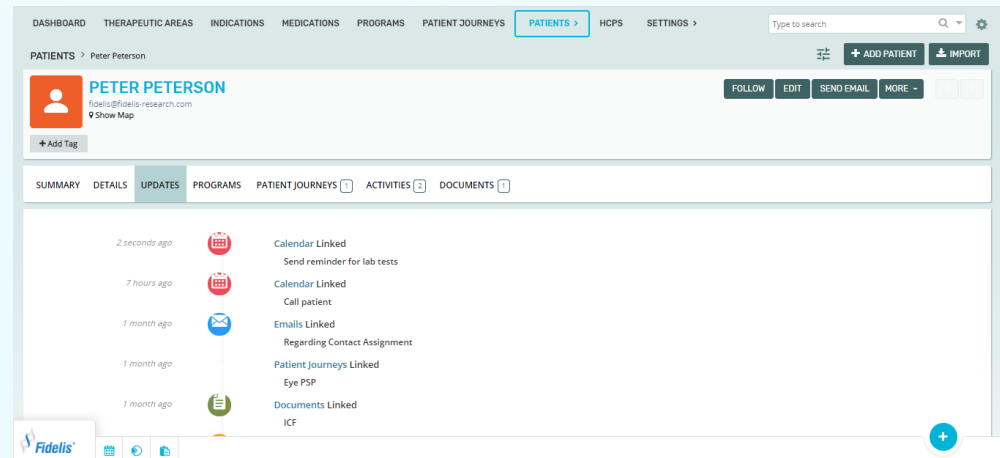
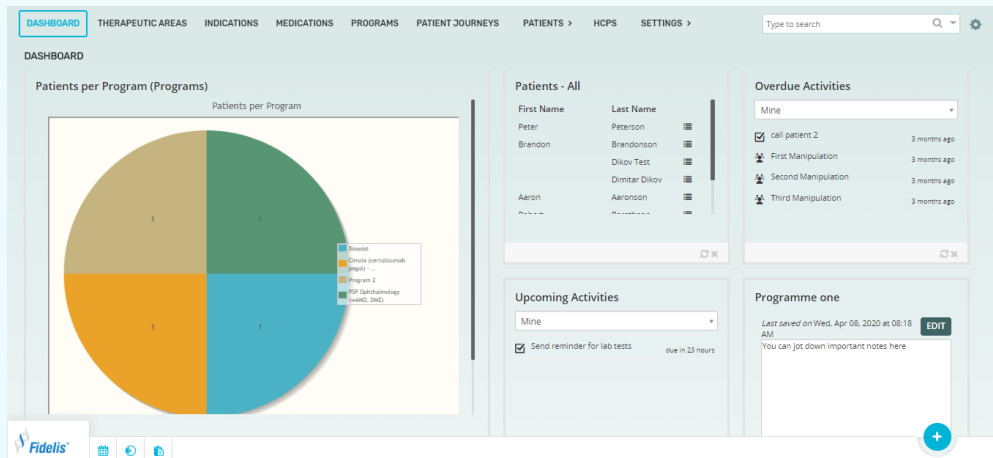
For the Sponsor's Patients



- ✓ Personal and personalized care and access to therapies
- ✓ Training and follow-up on how to administer therapies (e.g. injections)
- ✓ Assistance for documentation, reimbursements, insurance claims and overall administrative burden
- ✓ Easier access to information, resources and tools to support patient quality of life
- ✓ Logistical support

FIDELIS RESEARCH has developed a custom, cloud-based solution* to easily and securely manage PSPs,:

- ✓ “Patient CRM” tool for HCPs / caregivers / assistants
- ✓ Track each patient’s progress, schedule reminders, tasks and actions
- ✓ Ability to directly reach patients via email, SMS or chat (Viber, WhatsApp)
- ✓ EVMS – flexible Electronic Voucher Management System – can be used with partnering labs, pharmacies, or other partners to substitute reimbursement of out-of-pocket expenses.
- ✓ Comprehensive real-time reporting capabilities
- ✓ Management of safety data
- ✓ Easily customizable



Dedicated Patient Support Programme Assistants

Experienced multidisciplinary professionals

Local presence and expertise based on strong partnerships

We know how to reduce administrative burdens and maintain long-term success

High flexibility

One size **does not** fit all: Fidelis delivers cost effective, flexible services tailored to clients' needs

Geographical reach and access to diverse patient population

Benefit from Fidelis' presence and already existing experience across multiple patient-centric projects

Strong network of investigators and healthcare professionals

Wide network of physicians and health-care professionals, based on trust and mutual support

Regulatory compliance and ISO certification

Handling of information in accordance with GDPR and local legislations

Fidelis is ISO 9001:2008 certified for quality management system



Because your project is our project and we take it responsibly!

Fidelis Research

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