



HEALTH DATA TO PROTECT
AND IMPROVE LIVES

HOW WE CAN HELP BRING YOUR DRUG TO MARKET

A CASE STUDY IN PARTNERSHIP

CLIENT PROFILE

EMSI has partnered with one of the world's leading biotechnology companies since 2009. Named one of Fortune magazine's "100 best companies to work for," our client was awarded the National Medal of Technology, the highest honor given to America's leading innovators. Today this company delivers scientific advances and novel therapeutic options for chronic diseases that affect each person differently. Their research and development efforts are focused on areas with the strongest potential to help patients in need.

BUSINESS CHALLENGES

The first challenge was to ensure that phase II clinical data would demonstrate full value. EMSI was engaged to collect biospecimens from 200 of our client's patients at regular intervals. This required executing consistent specimen collections in a wide variety of in-home settings across the country. EMSI's established procedures ensured on-time delivery of properly processed samples to our client's testing laboratories.

Successful phase III results led to an accelerated drug introduction supported by a Risk Evaluation and Mitigation Strategy (REMS). The company turned to EMSI to expand management of biospecimen collection and develop training, communications, systems and processes to support REMS operations and compliance. As a result, our client's drug is now helping thousands of people nationwide.

Today our client has easy access to monthly lab test results for a rapidly-growing patient population.

HOW EMSI HELPED

EMSI was there at every step of the phase II clinical trial process. We drew from our extensive library of specimen shipping protocols, configuring our processes to match this client's unique requirements. Our local teams across the country were to support our client's field teams in their outreach to providers, and to explain the monitoring and safety procedures. In phase III, we employed our US-based call centers to prototype processes for participant outreach and scheduling.

To support REMS requirements, EMSI operations collaborated with our client's program hub, clinical consultants and technical team. We leveraged our national recruiting, credentialing, training and quality assurance capabilities to recruit and train 700 high-performing examiners, primarily dedicated to our client. We optimized our scheduling and operations platforms to complete biospecimen collections within carefully controlled parameters. We supported the selection of multiple biospecimen testing laboratories and developed standard operating procedures for getting the right specimen to the right lab at the right time. Logistics and

supply activities were initially centralized, and then transferred to local offices for increased responsiveness. Manual activities such as lab slips and reports became automated, digital processes.

Our client's patient population continues to grow rapidly. A primary challenge for our client is to increase scale and ensure that lab tests, which are provided to patients at no cost, are efficiently analyzed and reported to health care providers.

More than scaling existing operations, EMSI saw these challenges as an opportunity to accelerate the deployment of our clinical support platform. The immediate benefits to our client include real-time data, deeper patient engagement and control, and increased examiner professionalism. Our automated operations platform gives our client on-demand data and reports, and much more.

All told, EMSI has drawn upon its executive and headquarters teams, functional organizations, local offices and national network to deliver patient safety, patient satisfaction and measurable results to our client on a national scale. The people of EMSI are ready to do the same for you.

ABOUT EMSI

EMSI supports life science companies with fast, accurate biospecimen collection services essential for expanding participant access to its customer's lifesaving medical therapies..

EMSI examiners are credentialed and undergo rigorous, client-specific training. They are regularly audited by our independent Quality Assurance team for accuracy and completeness and receive one-on-one intervention and retraining as required.

EMSI also offers efficient retrieval and abstraction of participants' medical records. These services support epidemiological studies, post-marketing and outcome-based research and participant recruitment for clinical trials.

