

In-Home Services

Patient satisfaction levels in rare disease

Case study



Overview

Large pharmaceutical company was running a phase II study to assess the efficacy of a study drug in paediatric patients with a rare degenerative genetic disorder. The study required weekly infusions for more than 50 patients in the UK. We surveyed their experience to evaluate, not only the efficacy of in-home clinical visits, but also the patient experience.



The challenge

Frequent site visits for weekly infusions are especially burdensome for pediatric patients with a debilitating disease and their caregivers.



The solution

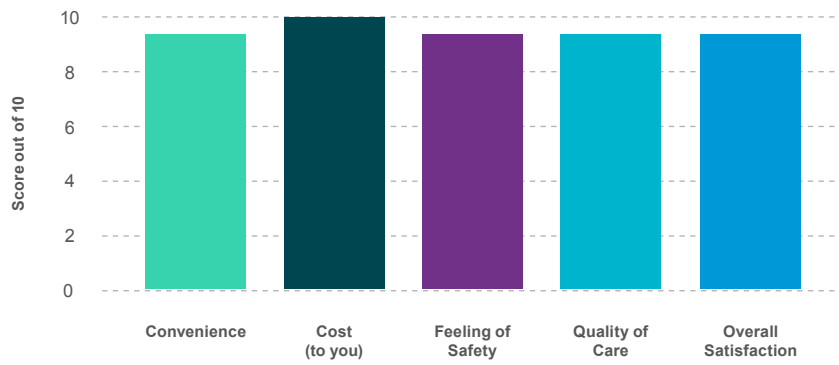
Accellacare In-Home Services (formerly Symphony Clinical Research) was offered to all patients for 12 dosing visits.



The outcome

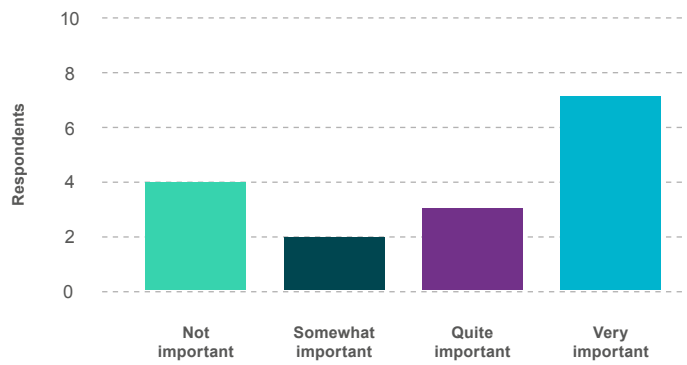
On a scale of 1 to 10, the average patient score was 9.5 in rating In-Home Services on the following criteria:

- Convenience
- Cost
- Safety
- Quality of care
- Overall satisfaction



How important was home care in choosing to take part in the study?

Enrolment



How important was home care in continuing to take part in the study?

Retention

