



CLIPS WILL ACCELERATE CLINICAL TRIALS FOR YOU

WHO WE ARE?

We are a Business process outsourcing company specialized in supporting organization that bring medical innovations to market faster by accelerating clinical trials.

With CLIPS Clinical Call Center you will have a proactively tool to accelerate your clinical trials; mitigating the challenges with patient recruitment, retention, compliance, surveillance, scheduling, follow up or safety.

We utilizes the most up-to-date technologies available to the industry to expedite enrollment timelines. We offers a fully-customizable service that can be implemented with any research program. Our Call center It is a proven, cost-effective alternative to traditional methods of managing the patient that has maintained retention/compliance rates of 98% or higher and effectively captured up to 76% additional data via our systems and processes.

We work with international biotech/pharmaceutical and medical device companies. large and small. as well as CROs.



DESIGN



RECRUIT



RETENTION



REPORTS



ANALYSE

STRATEGIC LOCATION, CUALIFIED HR AND COMPETITIVE LIVING COST



Geographic location

Due to Barranquilla strategic location in the Caribbean (US Central Time), This allow us to service East and West Coast Clients with the continental USA.

Human resources

Barranquilla has a total population of 1.2 million habitants. It has a bilingual population of around 60.000 habitants because English is the main foreign language that the population of the region studies in parallel with high school and college education. Also Barranquilla is the Colombian city with the most highest potential human resources bilingual competent.

Competitive living costs

Represented in the salary levels for different positions. Regarding Human Resources remuneration, Barranquillas salary costs are 4% more competitive than the salary costs of major cities of Colombia and approximately 50% of USA cost.

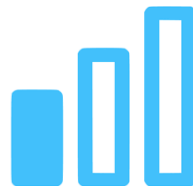
CHALLENGES



10% of **SITES** fail to enroll a single patient



30% of time in **CLINICAL TRIALS** is spent on subject recruitment



48% of **SITES** under enroll study volunteers



40% of **SITES** experience delayed enrollment timelines

WHAT WE OFFER?



CLIPS allows you to stay focused on developing innovative healthcare treatments and products.



Patient Recruitment

We help you with the **patient** recruitment process and enrollment satisfaction with minimal financial risk for you.

Our patient recruitment services can cover the following activities:

- Marketing and social media campaigns.
- Text message strategy.
- Call center services, including transfer call to the sites.
- Referrals programs.
- Appointment scheduling.
- Appointment Reminders.
- Reporting.
- Telehealth



Patient Retention

We support and help you establish and maintain strong relationships with patients throughout the study.

Our patient retention services can cover the following activities:

- Appointments reminder.
- Patient education and support materials in native language.
- Study-related material and newsletters.
- Pre-visit instructions.
- Dosing Reminders.
- Reminders patient diaries and interviews to capture patient information.



Medical Services

Medical Office Answering Services.

We can answer calls for different medical institutions, to assist their callers with problem situations, page medical professionals, when necessary and take routine messages for their administrative personnel.

Physician Answering Services

We can answer Physician calls with coverage during the night, weekend or holiday.

Appointment Reminders

We automate the necessary patient follow-up prior to a scheduled appointment through an appointment reminder service that can be administered via live voice, email and text reminders.

CALL CENTER SERVICES

- **Patient and Client Recruitment, Adherence, Assistance, Engagement and commitment**
- **Lead Generation**
- **Massive Text Messages**
- **Back Office services**
- **Patient and Client Monitoring**
- **Patient and Client Reported Outcome**
- **Call/Contact Center**
- **Sells**
- **Telemarketing**
- **Customer Services**
- **FAQ`s**
- **Customer Services Chats**





PATIENT RECRUITMENT CALL CENTER

CLIPS recruitment call center, utilizes the most up-to-date technologies available to the industry to expedite enrollment timelines; as outsourced organization we offers a fully-customizable service that can be implemented with any research program that can be used for any patient population nearly anywhere on the globe. We could adapt to the needs of our clients and be in permanent contact with your patient recruitment and retention unit, our agents are of exclusive use for each recruitment campaign.

- HIPAA training
- Colombia based with 24/7 international reach
- Multilingual (English, Spanish, French) to screen/recruit for Ethnobridging studies
- Capable of conducting patient pre-screening and patient scheduling
- Service customizable for any protocol
- 100% accurate data collection from calls
- Recruitment and retention for Phase I-IV studies



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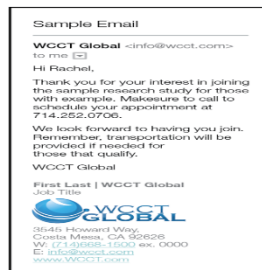
REAL-TIME APPOINTMENT SCHEDULING

Our call center is capable of scheduling real-time appointments at multiple study sites, using any scheduling service or procedures. Our CRM can be adapted to our clients' specific needs and work in synergy with their own CRM software to schedule effective appointments and manage information. Also allowing the self appointment

POTENTIAL PATIENT INPUTS DATA

IMMEDIATE EMAIL/SMS FOLLOW-UP

24/7 CALL CENTER SCHEDULING



ADDITIONAL RECRUITMENT

CAPABILITIES & SERVICES

IN ADDITION TO OUR STANDARD RECRUITMENT SERVICES, IN-SITE IS CAPABLE OF AIDING PROGRAMS IN THE FOLLOWING AREAS:



Global NHV studies Recruitment



Any disease studies Recruitment



Rare disease and Vaccinees Recruitment

MULTI-SITE MANAGEMENT

POTENTIAL PATIENT CONTACT INFORMATION IS AUTOMATICALLY SORTED BY LOCATION, MAKING IT EASY TO MANAGE PATIENT REFERRALS FROM MULTIPLE LOCATIONS AND SEND THEM TO THE CORRECT SITE IN YOUR PROGRAM.

POTENTIAL PATIENT
INPUTS DATA

INFORMATION FORWARDED
TO APPROPRIATE SITE

SITE A



Call Attempted \$0 7 deals	No Contact After \$0 105 deals	DNQ/Not Inter... \$0 84 deals	Schedules for... \$0 86 deals	Pending Approval	Schedule Scr... \$0 7 deals	Wait List	Signed Consent \$0 7 deals
Last, First \$0 Last, First	Last, First \$0 Last, First	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First		Last, First \$0 Last, First
Last, First \$0 Last, First	Last, First \$0 Last, First	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First		Last, First \$0 Last, First

SITE B



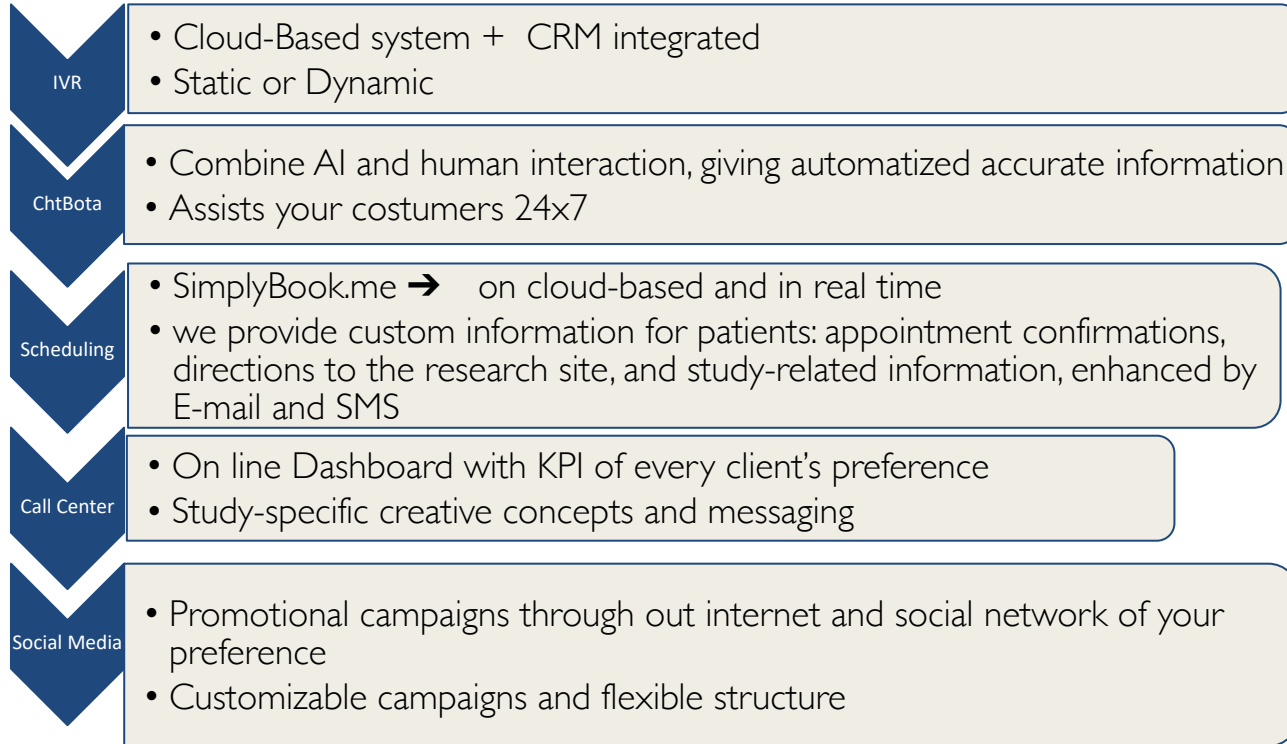
Pending Approval	No Contact After Mu... \$0 83 deals	DNQ/Not Interested \$0 82 deals	Pending Approval	Sent to Site for Sche... \$0 25 deals	Signed Consent \$0 1 deal
	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First	Last, First \$0 Last, First
	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First	

SITE C



Call Attempted	No Contact After Mu... \$0 92 deals	DNQ/Not Interested \$0 87 deals	Pending Approval	Sent to Site for Sche... \$0 11 deals	Signed Consent
	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First	
	Last, First \$0 Last, First	Last, First \$0 Last, First		Last, First \$0 Last, First	

CLIPS MULTICHANNEL STRATEGIES



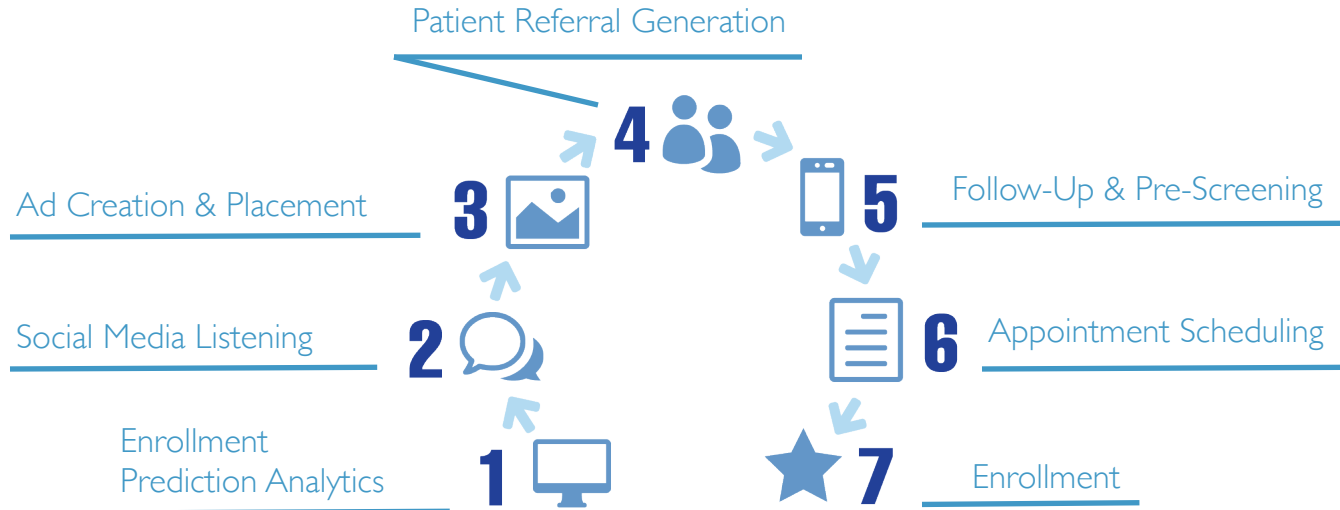
CALL CENTER PERFORMANCE

STATISTICS & ANALYTICS

- 95% of our call center patient referrals generated by digital advertising in any recruitment campaign
- 93% of our call center patient referrals generated within first 60 days of recruitment campaign or less
- 97% overall retention rate
- Avg. 67% of all patients enrolled for entire program were through our call center generated patient referrals
- Improves retention and engagement rates by up to 37%
- 100% of patient referrals are followed up with within 48 hours
- Call Center can schedule up to 100 appointments in a single day

WORKFLOW OVERVIEW

IN-SITE WILL CREATE A UNIQUE RECRUITMENT CAMPAIGN THAT IS TAILORED TO YOUR RESEARCH PROGRAM AND DESIRED PATIENT POPULATION. WHILE YOUR SPECIFIC RECRUITMENT CAMPAIGN MAY INCLUDE OTHER IN-SITE SERVICES, OUR STANDARD RECRUITMENT CAMPAIGN INCLUDES THE FOLLOWING ELEMENTS THAT HAVE BEEN PROVEN TO GENERATE QUALIFIED PATIENTS FOR RESEARCH PROGRAMS:



OUR OFFER VALUE

Recruitment problems are the most important reason for failure of **CLINICAL TRIALS**, that's **why CLIPS** is Focused to help you to accelerate **Patient recruitment process!**



Information security of our clients and patients



Highly qualified and trained recruitment consultants



Adjusted schedule to customer needs



Ability to lend services to customers located anywhere in the world



Innovative and bespoke recruitment solutions



Clients Goals are our Goals

We have a specialized multilingual **Contact Center**, with a dedicated and skilled team trained in GCP, ICH, HIPAA COMPLIANCE and Clinical trial Database platform as TRIAL 1 that makes a more efficient recruitment process, saving your company money.

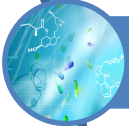
Will capture and provide metrics to the site for each study, allowing for immediate analysis and also for use in future recruitment decisions. Reports are provided on a weekly basis or based on client's requirements.

We offer a **Medical Consulting** by therapeutic area to ensure Recruitments Plan.

CALL CENTER FEATURES



Experienced, well trained multilingual operators



Complete understanding of specific indications, medical terminology, pronunciation and spelling



Nurse operators offer a medical background for complex patient/provider communication



Continuous training and management to ensure excellence with every call



Dedicated management and lead team assignment



Clinical Pharmaceutical
Smart Support Solutions