



## Comprehensive patient services and engagement platform for life sciences



### Streamline Access and Drive Patient Engagement

Streamline patient access to therapy and provide high-touch, consistent Patient Interactions across shared business processes and therapeutic programs



### Gain and Act on Critical Patient Insights

Increased insights into patient treatment and interactions – gain RWE demonstrate value to health plan and improve drug efficacy



### Educate, and Maximize Therapy Adherence

Leverage tools to engage and educate patient; And act proactively to ensure product, therapy, and care plan adherence



### Support Provider and HCP Engagement

Provide value to HCPs and providers through shared Patient insights and a platform for care team collaboration.

Helping patients obtain the **financial resources they require to stay on therapy**. Specific financial solutions include:

- Insurance Verification
- Benefits Investigation
- Claims Appeals and Re-coding
- Prior Authorization
- Patient Assistance Programs
- Co-pay Assistance
- Bridge Programs

Connecting with patients to **provide access to and support with care**.

Specific therapy-related solutions include:

- Access to Care
- Specialty Pharmacy Triage
- Distribution Solutions
- Site of Care/Infusion Site Match
- Lab/Test Results Coordination
- Nurse Visits

Delivering educational **insights to inform patient decision-making and behaviors**. Specific education solutions include:

- Medical Information and Pharmacovigilance
- Nursing Educational Support
- 'Between Visit' Care

Providing patients with a **point of contact during trials and assisting with transitioning from clinical to commercial drug**, specifically:

- Clinical Trial Support
- REMS

Granting patients access to programs, via traditional and emerging channels, that will **help support their unique treatment journeys and enable better long-term treatment outcomes**. Specific engagement-related solutions include:

- Enrollment and Consent
- Case Management
- Patient Adherence Programs
- Portals
- Assistance with Appointments and Scheduling
- Appointments and Scheduling
- mHealth
- Telehealth
- Advocacy



# PatientConnect – enabling “beyond the pill” solutions & personalized interactions with stakeholders in the emerging era of digitally enhanced therapeutics

# Get in Touch.



**Dave Rosner**  
drosner@deloitte.com

**Christopher Zant**  
czant@deloitte.com

**Anatoli Zurablev**  
azurablev@deloitte.ca

**Ryan Myers**  
rmyers@deloitte.com

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## Patient Experience



“I can connect with my care coordinator when it's convenient for me, as well as receive follow-up reminders on my treatment, care plan goals. My coordinator is updated daily, and can proactively discuss potential problems regarding my health.”

### Experience and Interactions

### Technology...and the Art of the Possible

- |   |   |
|---|---|
| Self-service  | • Companion app / patient portal  |
| Automated reminders   | • Notifications via an app, SMS, or email                               |
| Care plan activities / goals  | • Wearable monitoring, connected devices / apps                         |
| Continuous monitoring, patient reported data                          | • Consent based, mobile passive data streams                            |
| Proactive support and coaching Coverage, access and financial support | • Web, based, telecommunication and virtual training with the care team |

## HCP / Provider Experience



“I can engage with my patients regularly, rather than only when they have acute event. I have the tools that make me more efficient and effective as a provider, allowing me to work collaboratively with my peers, as well as access critical patient reported data, treatment and REMS information in real time.”

### Experience and Interactions

### Technology...and the Art of the Possible

- |  |   |
|--|---|
| • Ongoing, less sporadic interactions  | • Real-time communication with patients   |
| • Less waiting, relevant data at, and more effective engagement at point of care | • Workflow alerts; intervention points  |
| • Empowered to engage and collaborate with other providers                       | • Peer-to-peer collaboration, care network  |
| • Access to patient reported data, and treatment history available on demand     | • Provider portal with real-time patient data feeds, and alerts, and subscription notifications |

## Care Manager Experience



“My care coordination workflow is centralized, providing a holistic view of all my patients activities, results, and progress. I have access to powerful insights into “at risk” patients, as well as timely suggestions for patient reach-out and care interventions.”

### Experience and Interactions

### Technology...and the Art of the Possible

- |   |  |
|---|--|
| • Holistic view of patients to manage care              | • Dashboard view in a single data repository                             |
| • Insight into patient activities                       | • Consent based, mobile passive data streams                             |
| • Risk profile and segmentation                         | • Predictive analytics to identify 'at risk' patients                    |
| • Proactive interventions                               | • Email notifications and alerts prompting ongoing contact with patients |
| • Guided workflow, and prioritization of activities     | • Multichannel, communication platform, SMS, Email, Telephone.           |
| • Seamless, and patient preference driven communication |  |

Patient

HCP  
Provider

Care  
Manager