

The Clinical Trial Matchmaker

ISS Site Network

Working with ISS enhances your selection of experienced research sites with over 2,400 investigators board certified in virtually every medical specialty. Our multinational network provides access to 400 sites within the United States and an additional 200 sites throughout Canada, India, and Mexico.

Phase I-IIa

ISS provides access to nearly 20 Clinical Pharmacology Units for your early phase and generic drug development studies. State-of-the-art facilities house up to 50 beds each and most run 24-hour labs and pharmacies. On average, 15 dedicated staff members have completed more than 35 clinical studies with disease patients and healthy normals.

Phase IIb-IV

With investigators experienced in all major medical specialties, our sites have the patient populations to complete large-scale studies in nearly every indication. Modern facilities provide the inpatient and outpatient capabilities to bring your drug or medical device to market and continue your research through post-marketing trials.

WHO WE ARE

Investigator Support Services (ISS) supports industry sponsors and CROs by expediting site identification for phase I-IV studies across all therapeutic areas. Select from an expanded pool of pre-qualified investigators who are thoroughly screened and matched to your individual protocol needs. Your clinical trials benefit from our long-term partnerships with 600 performance-driven research sites and 15 years of matchmaking experience.

WHAT WE DO

Site Identification

ISS quickly pre-qualifies investigators based on your study needs, saving you time and recruiting the sites you need. Our three-part site pre-qualification process ensures all referred sites meet our strict quality and performance criteria and are well-matched to individual study requirements. Because we contract with our sites, there is never a fee to find your match.

Accelerating Study Start-Up

Our network provides the facilities and expertise necessary to carry your drug development program from early phase through post-marketing. Experienced sites have the capabilities and technological expertise to accelerate startup. ISS facilitates direct communication between sponsors and sites, so you may further qualify investigators prior to final site selection.

Business Structure

ISS refers investigators for your studies without fees or obligation. Sponsors/CROs negotiate budgets and contracts directly with site personnel, make the final selection decision, and remit payment directly to participating sites. We simply request periodic site selection, enrollment, and performance updates.

Investigator Support Services streamlines site selection
Call 773.278.1567 or email locatesites@researchsite.net

sponsor services

SITE QUALITY

Preliminary Screening

ISS ensures access to the highest quality research sites by eliminating poor performers and accepting only a fraction of applicant sites into our network. Our extensive evaluation process rates sites based on several criteria, including:

- Phase I-IV investigator and coordinator experience
- Fully trained, certified research and support staff
- Substantial access to patient populations
- Established SOPs ensuring rapid negotiations and startup
- State Medical Board and FDA audit checks, with thorough review of 483s and investigator CVs

Study Pre-qualification

We communicate with interested research sites and handle the paperwork to quickly match potential investigators to your study criteria. ISS streamlines site identification by:

- Discussing your site needs and protocol requirements
- Distributing, collecting, and reviewing site identification documents (CDAs, Investigator Surveys, CVs, etc.)
- Rapidly submitting the most qualified sites within your designated time frame
- Facilitating direct connections with site personnel for final site selection and study-related activities.

Ongoing Monitoring

ISS site performance is monitored on an ongoing basis with thorough reviews of qualitative and quantitative site data.

- Regular re-evaluation of initial screening criteria
- Continual analysis of site-reported study data and statistics compiled from our internal tracking systems
- Performance feedback from sponsors and CROs

By assessing issues such as patient recruitment and retention, protocol compliance, and document turnaround times, we continue to ensure overall site quality.

INVESTIGATOR SUPPORT SERVICES The Clinical Trial Matchmaker

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PATIENT RECRUITMENT

Localized Recruitment

To ensure successful patient recruitment in your studies, we monitor historical site performance and track actual enrollment for each study. Substantial patient access is also demonstrated through:

- Patient databases – for adequate volunteer pools
- Varied demographics – for required population access
- Physician relationships – for patient referrals

In touch with their communities, ISS sites offer a variety of localized recruitment offerings, such as large databases with minority patient populations, dedicated patient recruitment staff, successful community outreach tactics, advertisement creation and media placement experience.

Recruitment Partnerships

Our media affiliates create customized recruitment strategies from grassroots to global media campaigns. Marketing communications experts utilize direct-to-consumer media, public relations, and medical referrals to attract the right patients for your study.

Our call center partner offers a broad range of options tailored to your specific project needs.

- Customizable services: Recruitment screening, appointment scheduling, reminder calls, patient compliance, etc.
- Technology solutions: Web-based recruitment, interactive voice response (IVR), referral tracking, and customized or turnkey online reporting
- Live operators: Fully trained staff available 24/7/365, with nurse and multilingual operators upon request

Find Your
Match