

Value and Benefits

Investigator Support Services (ISS) provides call center solutions for all sectors of the clinical trial industry. Pharmaceutical, biotechnology, and medical device companies; CROs; patient recruitment and advertising agencies; hospitals and managed care organizations; and research sites benefit from:

Enhanced Efficiency

- After-hours and weekend coverage
- Flexibility to handle spikes in call volume
- Consistent and accurate reporting

Clinical Trial Support

- Optimized pool of eligible study participants
- Achievement of enrollment goal
- Reduction in screen failure rates

Patient Support

- Sustained patient compliance and commitment
- Strengthened brand loyalty
- Enhanced product awareness

Contact Us

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Healthcare Call Center

Investigator Support Services (ISS) provides around-the-clock call center services to the healthcare industry. With 20 years of experience, seasoned project management staff, and a client-focused approach, our healthcare-exclusive call centers offer solutions tailored to fit your needs. Expert call handling and automated response systems enhance programs of any size and scope, from clinical development to post-approval.

Live Operators

Operator quality and call management expertise are essential. Your projects benefit from our operators' significant healthcare experience and comprehensive training. We offer a range of skills including:

- **Professional Operators with Multilingual Capabilities** – Cost effective solutions for inbound and outbound communications supporting projects world-wide.
- **Licensed Medical Professionals** – Physicians, nurses, pharmacists, and dietitians provide additional expertise for complex programs.

Automated Solutions

Our interactive voice and web technologies gather and manage essential patient and provider information. These robust systems offer programming flexibility to support a diverse range of projects from interactive screening and diary capture to quality of life surveys.

- **Interactive Voice Response (IVR)** – Utilizes keypad recognition to handle large spikes in call volume, increase efficiency, and reduce costs.
- **Interactive Web Response (IWR)** – Online forms integrated into patient web sites utilize dynamic scripts to generate questions, share information, and capture patient reported data.

Investigator Support Services provides communication solutions for patient recruitment, compliance and post-approval projects.

Call 773.278.1567 or email callcenter@researchsite.net

call center

LIFECYCLE SUPPORT

Patient Recruitment

Centralized recruitment screening and supplemental services ensure more efficient and predictable patient enrollment. Healthcare-trained operators, with experience in all therapeutic areas, accurately screen callers for study eligibility and schedule appointments. Complimentary IVR and IWR tools utilize dynamic scripting to eliminate non-qualified respondents and increase the throughput of eligible patients into your trials.

Retention & Compliance

Retention and compliance programs enhance the viability of your drug development program through patient motivation and protocol commitment. Improved patient compliance and reduced study dropout are achieved with the following:

- Diary capture assistance
- Appointment reminder cards and calls
- Patient location services
- Quality of life and health surveys

Approved Product Services

Our call center supports your drug or medical device through the product lifecycle, utilizing: help desk, patient education and dietary guidance, adverse events (AE) reporting, patient registries, management of patient-reported data, direct-to-consumer advertising response, and post-marketing research.

INVESTIGATOR SUPPORT SERVICES The Clinical Trial Matchmaker

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REPORTING

Real-time project data is delivered to all program stakeholders through HIPAA-compliant online reports. Multi-tiered views provide tools to effectively manage your projects and optimize decision making.

Media Management Tools

Whether inquiries are generated through live calls, IVR, or IWR, all patient information is consolidated in a secure database for unified and consistent reporting. Management-level metrics help identify successful strategies, trends, and response rates, allowing rapid adjustment of media buys to maximize your budget. Reports track campaign performance by source, market, and tactic, and illustrate which outreach methods are most successful.

Medical Office Support

Designed for physician practices and research sites, online data management tools deliver real-time patient referral information, allowing for visit schedule calculation and study task tracking. User-friendly online forms accommodate instant updates, including appointment types and visit dates, medical information, reasons for disqualification, and changes in referral status.

