

PATIENT-CENTERED SOLUTIONS

Putting the voice and needs of the patient first is no longer a “nice to have.” The BCD Life Sciences Center of Excellence team believes a patient-centered program should go beyond data and design to **address the unmet needs associated with the patient as a person.**

FOR MORE INFORMATION



A seamless experience for your patients

We recognize that patients are people first and they must consider potential physical, emotional, and financial burdens prior to any engagement. Challenges related to logistics or travel should not be on that list. That’s why we have customized solutions in place to optimize the experience, from booking through reimbursement. Our vast, global expertise across the patient landscape allows us to bring new energy and strategy to meetings, travel, clinical trials, advocacy and access.

PATIENT NEED		BCD SOLUTION
Reassurance of safety and comfort	>	Duty of care
Personalized health considerations	>	Patient needs assessment
Air, ground, and hotel	>	Accessibility facilitation
Limiting financial strain of travel	>	Payment solutions
Communications considerations	>	Communication preferences



Compassionate solutions

We deliver elevated servicing with an individualized and compassionate approach which increases satisfaction and advocacy.

Patient travel & logistics

Patient meetings

Accessibility facilitation

Elevated services

Compliance reassurance

Team optimization

Global visibility

Patient engagement

Payment solutions

Technology integration

Leveraged suppliers

Safety reassurance





Our people go the extra mile to make a difference for our clients

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I support a global pharmaceutical customer. My job allows me to create a sincere, caring and compassionate atmosphere of support for our patient travelers in a way that is unparalleled in the industry. Given my background in nursing and my experience in care coordination, I understand patients need assistance beyond simple travel booking. Caring is in my nature, not just my job description.

Merrily Grant

Patient Engagement Manager

and they deliver results

Patient Engagement Manager provides patient with a single point of contact for all travel & logistics needs

24/7 empathetic support from specialists with expertise in patient populations

Consistent and elevated duty of care standards

Proactive trip disruption monitoring

Management & coordination across agencies

Increased likelihood of a patient participating in future engagements