

# 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**