



Patient Concierge Services

THE VALUE OF PATIENT CONCIERGE SERVICES

Delve Health's patient concierge services have the potential to increase patient satisfaction, streamline patient flow, elevate clinical efficacy and decrease clinician burnout—increasing patient compliance, patient retention and the overall patient experience within a clinical trial.

SPECIFIC DELVE HEALTH PATIENT CONCIERGE SERVICES INCLUDE:

- Appointment reminders and follow-ups
- Patient retention services (ex: in-home care requests, remote patient monitoring, etc.)
- Important clinical study information
- Web-based app and wearable device training and support
- Medication schedule reminders/eDiary entry reminders
- Site and trial experience feedback
- Ship IMP through specialized logistics company

BENEFITS OF DELVE HEALTH'S PATIENT CONCIERGE SERVICES:

- They are human beings that are multi-lingual (e.g., *English, Spanish, French and Arabic*)
- They know clinical trials
- They can pre-screen patients
- They can provide patient support
- They can improve patient compliance
- They are only dedicated to clinical research
- They are an extended part of your team



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