Reduce site burden. Improve the quality of referrals. Enhance the patient experience.

Administrative tasks and referral volume overwhelm clinical sites, impacting the quality of patient engagement and care. Many qualified but disengaged patients drop out of the recruitment funnel, increasing costs—extending timelines, frustrating sites, and unnecessarily preventing patients from accessing life-changing clinical trials. **It's time to rethink patient recruitment.**

Introducing SubjectWell services

SubjectWell's comprehensive services alleviate site burdens that distract from patient care while improving the quality of site referrals. With the ability to develop trusted relationships with patients, we can help patients remain committed to your study, improving retention. For rare disease, oncology, chronic conditions, or vaccine studies, our patient-centric approach drives better outcomes for all clinical trial stakeholders.

PATIENT SERVICES

Medical Records Retrieval & Confirmed Diagnosis

For rare diseases or when caregivers are involved, full medical records, may be needed to confirm if a patient meets the study requirements. Medical Records Retrieval and Confirmed Diagnosis gathers medical records from Health Information Exchanges and a proprietary network of healthcare providers, posts and flags records in the site portal. In addition, natural language processing (NLP) extracts data that confirms a patient's diagnosis and flags confirmed diagnosis in the portal verifying eligibility, expediting enrollment reducing site and patient burden while also producing high-quality referrals.

Short-Form Diagnosis

Ideal for chronic conditions, Short-Form Diagnosis offers a quick solution to confirm a patient's diagnosis. SubjectWell sends patients reminders to obtain a diagnosis confirmation letter from their healthcare provider, ensuring a smooth trial enrollment.

Virtual Waiting Room

If a trial requires a waiting period, patients can join our Virtual Waiting Room, where we maintain engagement and provide ongoing support until they are ready to proceed.

Patient Care & Trial Retention

Providing end-to-end support throughout the clinical trial process, from enrollment to study completion, Patient Care & Trial Retention minimizes drop-out rates and supports adherence. With long-term relationships built through our Patient Companions, patients receive consistent and empathetic support.

SUBJECTwell
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SITE SUPPORT

Full-Site Support

With our most comprehensive service for reducing site burden, our Patient Companions act as an extension of your study team. With this staff augmentation, we take on administrative tasks such as patient communication, transportation logistics, medical record retrieval and review, phone screenings for eligibility, and site visit scheduling. Reduced administrative workload means sites can focus on providing a higher level of patient care.

Secondary Screening

For complex studies, our Patient Companions conduct an additional screening to ensure patient suitability. Their ongoing engagement builds patient trust, increasing the likelihood of consent.

Patient Scheduling

Our Patient Companions schedule site screening calls for patients by phone and send automated reminders about upcoming appointments. Given the many demands on patients, this extra support helps improve site visit attendance rates.

HCP Referral

For rare diseases, oncology, and other difficult indications, we identify and reach diagnosing healthcare providers to source patients through targeted outreach—including email, fax, phone, direct mail, website engagement, and HCP study packets. HCP Referral improves referral quality, increases randomization rates, and reduces barriers for patients seeking treatment.

REAL-WORLD DATA & PATIENT-FOCUSED DRUG DISCOVERY

Patient Panels & Patient Surveys

Collect patient voice data at any stage of the recruitment and trial process. By developing a better understanding of patient needs, you can reduce patient burden and improve the overall experience.

IMPLEMENTATION

Translations

We manage the translation of IRB/EC-approved English trial recruitment materials into required languages, ensuring timely delivery of non-English digital content with full oversight.

STUDY START-UP

API

Our API delivers referrals directly to customer systems, providing seamless access to referral data in a way that integrates best with your workflow.

Recruitment Simulation

Recruitment Simulation provides a real-world data analysis of recruitment efforts before they begin, assessing the likelihood of successfully conducting studies on time and within budget. This process identifies areas for optimization before launch, while gathering insights that enhance the patient experience during recruitment.

Less burden. Quality referrals. Happy, well-cared-for patients.

Disrupt patient recruitment with SubjectWell.

SubjectWell drives sponsors, CROs, sites, and site networks to disrupt patient recruitment. With the most comprehensive and patient-centric technology platform driven by a growing Patient Network of 13 million+ patients, clinically trained, multilingual patient and site companions, global recruiting capabilities, the most extensive digital media network, and services proven to reduce site burden, SubjectWell offers solutions to the greatest challenges in patient recruitment and clinical development.

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