

# Direct to and from patient



INCREASING ACCESS TO CLINICAL TRIALS WITH ON-TIME, COMPLIANT HOME DELIVERY AND PICKUP OF CLINICAL MATERIALS AND SAMPLES

**Retaining qualified patients in a study – especially those unable or unwilling to travel – necessitates patient-centric solutions. Sponsors and contract research organizations (CROs) are experiencing more risk and complexity in the Supply Chain**

## **Typical business challenges**

- Reaching patients at their home
- Picking up sensitive samples in time for testing
- Protecting patient confidentiality
- Maintaining temperature control & visibility
- Complying to changing country regulations



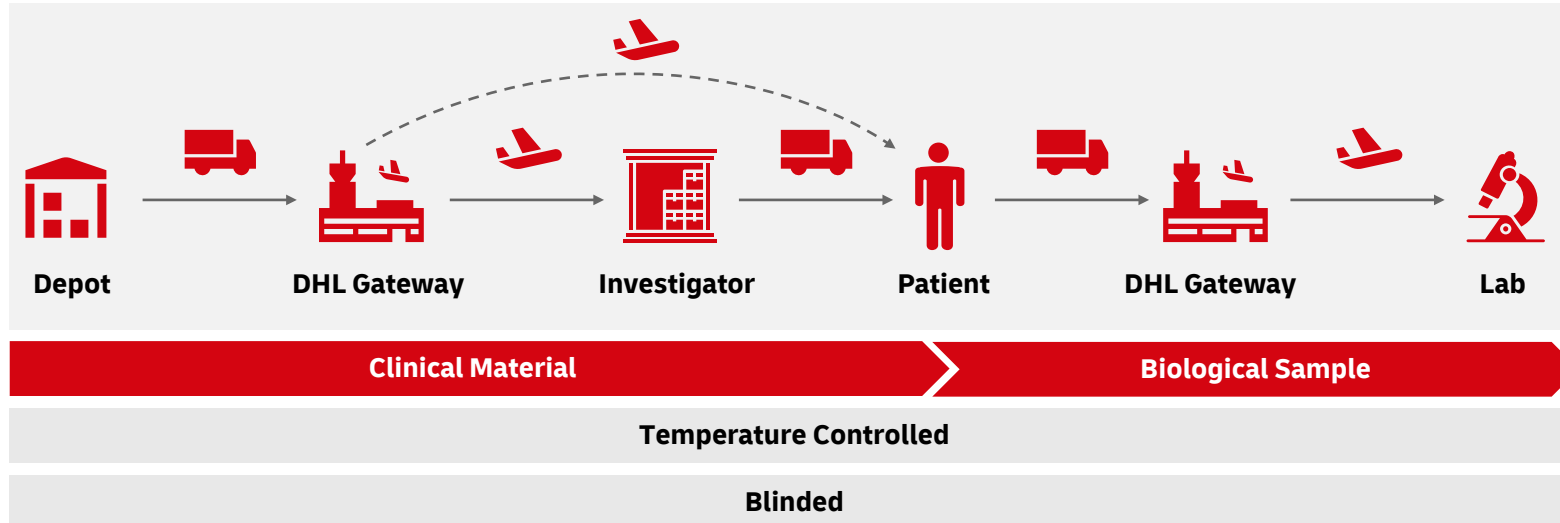
## DHL Solution

This blinded-shipping solution for clinical trials combines the delivery of material to the patient’s home with home pickup of biological samples for delivery to the lab. It includes time-definite booking which allows synchronization with the home healthcare provider’s schedule.

### Solving your business challenges

- **Reaching patients at their home** – Fast, flexible delivery from the clinical site, pharmacy, or central depot to each patient’s home; time-definite; priority handling
- **Picking up sensitive samples in time for testing** – On-time pickup from the patient’s home for delivery to the lab; shipment prioritization; fast and cost-effective specialist service
- **Protecting patient confidentiality with blinded shipping** – secure management of patient data, blinded invoice for sponsors
- **Providing temperature control and visibility** – Specialist packaging for temperature-controlled hazardous goods; dry ice; high-quality smart sensors; returns process, 24/7/365 real-time shipment monitoring
- **Complying with changing country regulations** – Fully compliant with good distribution practice (GDP) and local, regional, and IATA regulations; dangerous goods-compliant transportation; UN 3373 Category B for biological items

### On-time, compliant home pickup and delivery of clinical materials and samples



## Direct to Patient

### Key benefits for your business



#### Reliable

Reliable, fast, flexible pickup/delivery to maintain treatment schedules



#### Patient convenient

Home delivery improves patient retention rates



#### Visibility

24/7/365 real-time monitoring with temperature control



#### Global network

Shipped via the global DHL network

# Clinical trial – Direct to patient



Manufactured clinical trial pharmaceutical product for patients with nutritional deficiencies. Product is stored at clinical locations and when the trial protocol and patient health allow, home deliveries of the clinical trial supply are coordinated. Transport takes place same day, with dedicated collection at clinical site and delivery by appointment to patients' home.

Customer profile	DHL same day solutions	Customer benefits
<ul style="list-style-type: none"><li>• Multiple trials that need to be centrally managed for process uniformity and control</li><li>• Appointment required – home delivery</li><li>• <b>Same Day delivery, pickup within 60 minutes of request</b></li><li>• Excessive <b>visibility and transparency</b> needs</li></ul>	<ul style="list-style-type: none"><li>• <b>DHL Same Day strengths</b> to design <b>unique solution</b> for all their shipments – online order entry</li><li>• <b>Geographic coverage that meets all the customer's needs</b></li><li>• Appointment scheduling with consignee</li><li>• <b>Continuous and pro-active monitoring</b> by 24/7/365 team</li><li>• Blinded invoicing to protect patient details</li><li>• <b>Return of unused product</b> from patient to clinical site, for proper disposal at the end of the trial</li></ul>	<ul style="list-style-type: none"><li>• <b>Single Point of Contact</b> for all trial product delivery needs; common platform, training, invoicing between sponsor, participating sites and patients</li><li>• <b>Reliable standardized set up</b>, covering all <b>market specific requirements</b></li><li>• The right balance between <b>cost effective standardization and tailor-made services</b></li><li>• Full <b>Transparency &amp; Control</b></li></ul>