Patient Recruitment

The Phone Call

Using integrated state-of the art telecommunications and computer technology, PhoneScreen's multilingual nurse and professional operators interact with respondents at the caller's convenience. Call guides developed by expert project managers facilitate effective communication and data capture. Experienced operators ensure accurate screening with professionalism and sensitivity.

- **Professional Operators –** Inbound and outbound sales calls are completed with thorough project knowledge and strict adherence to script.
- **Healthcare Professionals** – Skilled nurse operators are available for more complex protocols that require medical knowledge for extensive screening.
- **Interactive Voice Response –** PhoneScreen's integrated IVR system can be used as a standalone tool or in combination with live operators where data is seamlessly transferred to the operator for further screening, validation or clarification of patient responses

The Web Responder

Online screening is an effective way to augment traditional phone screening while providing a choice of modalities for inquiry. PhoneScreen's secure HIPAA-compliant web enabled scripts allow patients to self screen with added privacy and locate research sites in their area.

Beyond the Call

PhoneScreen offers enhanced services designed to connect caller to research sites and accelerate the patient referral process.

- **Warm Transfer – Operator creates a three way cal to connect the prescreened caller directly with site personnel, allowing for in-depth discussion of the study and scheduling initial site visit.**
- **Appointment Scheduling – With available site appointments uploaded in our database, PhoneScreen operators immediately schedules the first appointment for the prescreened caller**
- **Fulfillment – To keep referred callers informed and engaged, PhoneScreen offers customized print and fulfillment services that include appointment confirmation, directions to the research site and other study related information.**

Call 877.246.2007 or go to www.phonescreen.com to learn more about developing a strategic partnership to support your patient recruitment, retention and compliance efforts.

PhoneScreen

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