

# Retention and Compliance

PhoneScreen's retention and compliance services ensure enrollees are retained and understand all aspects and timelines of the protocol. Our live operators and telephony work in tandem to provide a wide range of HIPAA-compliant solutions specific to the client's protocol and visit schedule.

## Phone Screen's Toolbox

### Appointments

- Assurance that study volunteers remain within visit windows
- Reminder communications based on individual preferences:
  - Phone Calls
  - Postcards
  - Emails
  - Letters

### Diary

- Diary interviews
- Completion reminders
- Electronic data capture and reporting

### Reporting

- Subject self-report
- Site reporting
- Phone and secure web-based touchpoints
- Centralized Adverse Event (AE) reporting

### Site Communications

- After-hours communications
- Coordinator project support
- Recovery of patients lost to follow-up
- Appointment rescheduling

PhoneScreen's goal is to keep enrolled patients on track by identifying potential diary, drug and appointment non-compliance to eliminate the loss of valuable data. Adherence and retention programs address specific study protocol issues and keep patients compliant from the first point of contact through completion.

**Call 877.246.2007 or go to [www.phonescreen.com](http://www.phonescreen.com) to learn more about developing a strategic partnership to support your patient recruitment, retention and compliance efforts.**



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