IVR Clinical Concepts

ePRO/eCOA

Interactive
Voice, Web and Mobile
Response Systems
IVRS/IWRS/IMRS

Speak to an Expert

561-789-4890 | IVRCC.com | info@IVRCC.com

Studies have shown that electronic systems significantly improve study compliance and data quality compared to paper data collection.

IVR Clinical Concepts (IVRCC) TeleDiary™ IWR system provides a graphical user interface via most touch screen tablets, or smartphones, designed to provide a vastly improved user experience. Comparison studies have shown that the quality of the data and compliance of patient's are as high as 5 times greater when home diaries are collected electronically vs. paper.

Different types of ePRO/eCOA data can be collected by the various modalities available through a web and/or touchscreen interface. They include validated instruments and novel questionnaires, pain scales, visual analog scales (VAS), response time data, medication and health surveys, diaries, body and image diagrams and Rater interview questions and comments.

Security features for all modalities include unique passcodes and IDs, with secure reset routines, ensuring patient/subject confidentiality. Improved software architecture allows patient/subject data to be recorded in real-time and uploaded via the internet to our secure hosted database servers.

Are you putting a budget package together that specifies Interactive Voice and/or Web Response (IVR/IWR) solutions for clinical trials?

We respond quickly and accurately to all RFPs with options and methods to optimize efficiencies.

Our staff combines decades of clinical experience, invaluable for creating innovative solutions for complex challenges. Call 800-486-1779 for immediate assistance or email us so that we may review your requirements and provide you with best-in-class solutions.

How We're Different

- **Independent IVRS/IWRS US-based company with global support**
- **SaaS (Software as a Service) technology**
- **Over 25 years of clinical experience in application design and implementation**

Schedule a Demo

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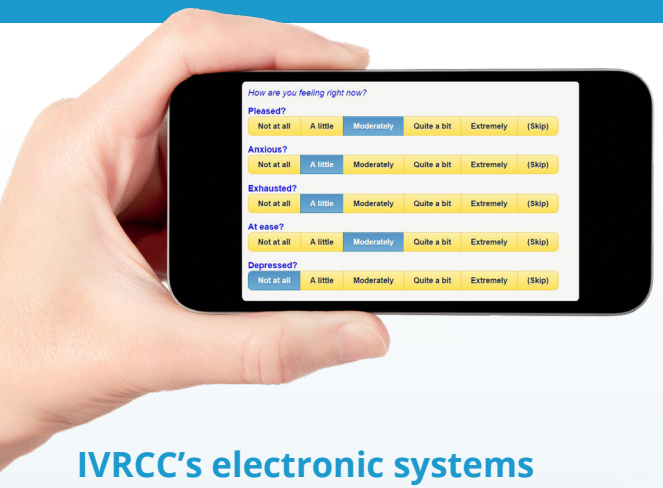
ePRO/eCOA

Interactive Voice, Web and Mobile Response (IVR/IWR/IMR) Systems



IVRCC's electronic systems effectively and efficiently collect real-time patient/subject data during clinical studies

IVRCC TeleDiary™ for real-time ePRO/eCOA Data Collection, is completely integrated across our voice, web and mobile modalities, available for Apple iPads and iPhones, Android Smartphones and Tablets. We specialize in **BYOD** (Bring Your Own Device) technology which reduces the high cost of special hardware deployment and training. However, if unique data collection scenarios demand third party hardware as a best technology solution, IVRCC is experienced in procuring, provisioning, training and deploying the recommended devices.

eSource Data Collection, combined with our sophisticated analytics, custom workflows, and real-time reports and study alerts, provide full visibility of key trial information, which enables quicker and more informed decision-making, essential for increasing study compliance and cost-savings throughout the clinical trial.

ePRO/eCOA

- Patient Diaries are quickly programmed, customized and made **user-friendly**
- Custom **workflows** for consistent, high-compliance user participation
- Pain assessments, adverse event reporting and dosing compliance data collection
- Validated Instruments including EQ-5D, SF-12, SF-36, PANAS, PHQ 9, FACT, custom diaries and novel questionnaires
- Experience in IVR, IWR vs. paper modality **comparison studies**
- Programmable formulas and real-time assessment scoring
- Dynamic branching to **prevent errors** and increase user experience
- Language and local dialect translations
- Patient Registries Phase IV and marketing studies
- Clinical study personnel and Rater evaluation data collection

Patients will now have a significantly improved and flexible user experience, with greater accuracy and quality patient reported data for clinical trials.

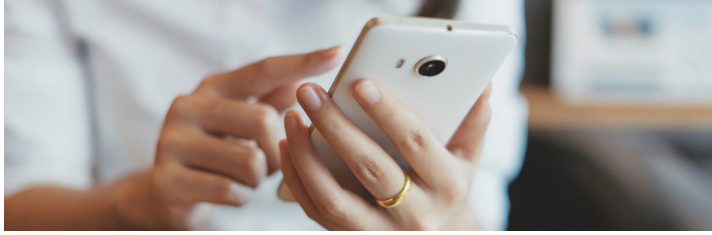
Site and Patient Engagement

Alerts, Notifications, Reminders and Reporting

Study Personnel: real-time web reports, data table exports, email and SMS text notifications, Study Administrator Module

Patient: email, voice and SMS text reminders and alerts

- Programmed notifications based on questionnaire scoring and compliance
- Custom algorithm coding to implement study event eligibility design
- Notifications when critical triggers are met
- Programming to facilitate patient compliance and optimize patient retention



Voice, Multi-Device & Web Formatting

Web: IE, Chrome, Firefox, Safari

Mobile Web: Apple iOS, iPad, iPhone
Android: Smartphones, Tablets

Voice: Skype, VoIP, H.323, SIP

Seamless Data Exchange with other eClinical applications

- Seamless push/pull sharing between IVRCC internal, and external eClinical systems
- IVRS, IWRS, IMRS, mobile devices
- Labs data, Logistics depots, CTM dispensation & accountability
- RESTful API web services, for instantaneous read and transfer between eClinical Systems including EDC
- Template mapping and "sniffer" technology

ePRO/eCOA data is recognized by FDA and other regulatory authorities as important primary and secondary endpoints in clinical studies. Historically, PRO has been recorded via paper diaries. The transcription process from patient to paper and then to electronic storage can easily succumb to compliance and quality issues and time delays.

Our TeleDiary™ ePRO/eCOA results in many benefits, including increased data quality, greater diary compliance, and reduced time to database lock.

eSource Data Collection, using our TeleDiary™ for either voice (IVR) and/or web (IWR), results in many clear benefits while ensuring compliance with FDA **ALCOA** and other requirements as they apply to PRO data collection. TeleDiary™ is fully CFR21 part 11 and HIPAA compliant