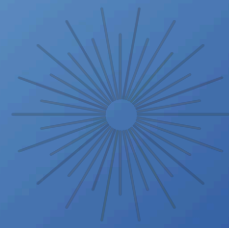
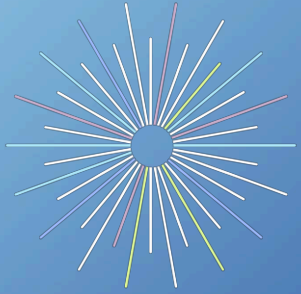
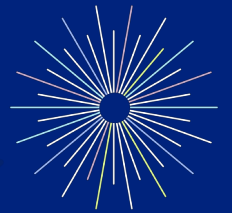


SCDM  Live

Sept. 27 – 30, 2025 | Baltimore, MD



SCDM 2025 Annual Conference



Festival of Opportunity



SCDM 2025 Annual Conference

Festival of Opportunity



Getting the most from technology to strengthen the patient–site relationship, reduce burden on site staff, and pave the way for the use of AI

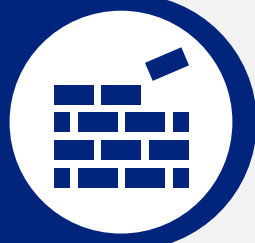
Session Objectives

How to reduce patient burden and strengthen trust



Transform the patient experience by reducing complexity and building trust that drives retention.

Practical ways to reduce site burden using technology



Streamline site operations with connected systems and automation that return valuable time to staff.

Where AI can safely and effectively be applied



Unlock AI's potential in recruitment, retention, and data quality while addressing compliance and bias head-on.

Today's Agenda

- 1 ● Reducing Patient Burden
- 2 ● The site's perspective
- 3 ● Practical Examples of Site Technology Adoption
- 4 ● Paving the way for AI Workflows

This is Your Session — Jump In Early and Often!

**Ask questions
anytime**

Drop them in the event app; we'll bring them into the conversation.

Polls throughout

Live snapshots of your experiences and perspectives; we'll compare in real time.

Interactive format

Less “lecture,” more discussion — your feedback shapes where we go.

**45 minutes, fast-
paced**

Expect a mix of short talks, live input, and practical takeaways.

Today's Panel Members



Hannah Kulkarni

Customer Success Manager
Team Lead



Aneesh Vaze, MBA

Managing Director



Bruce Hellman

Co-Founder & Chief
Patient Officer

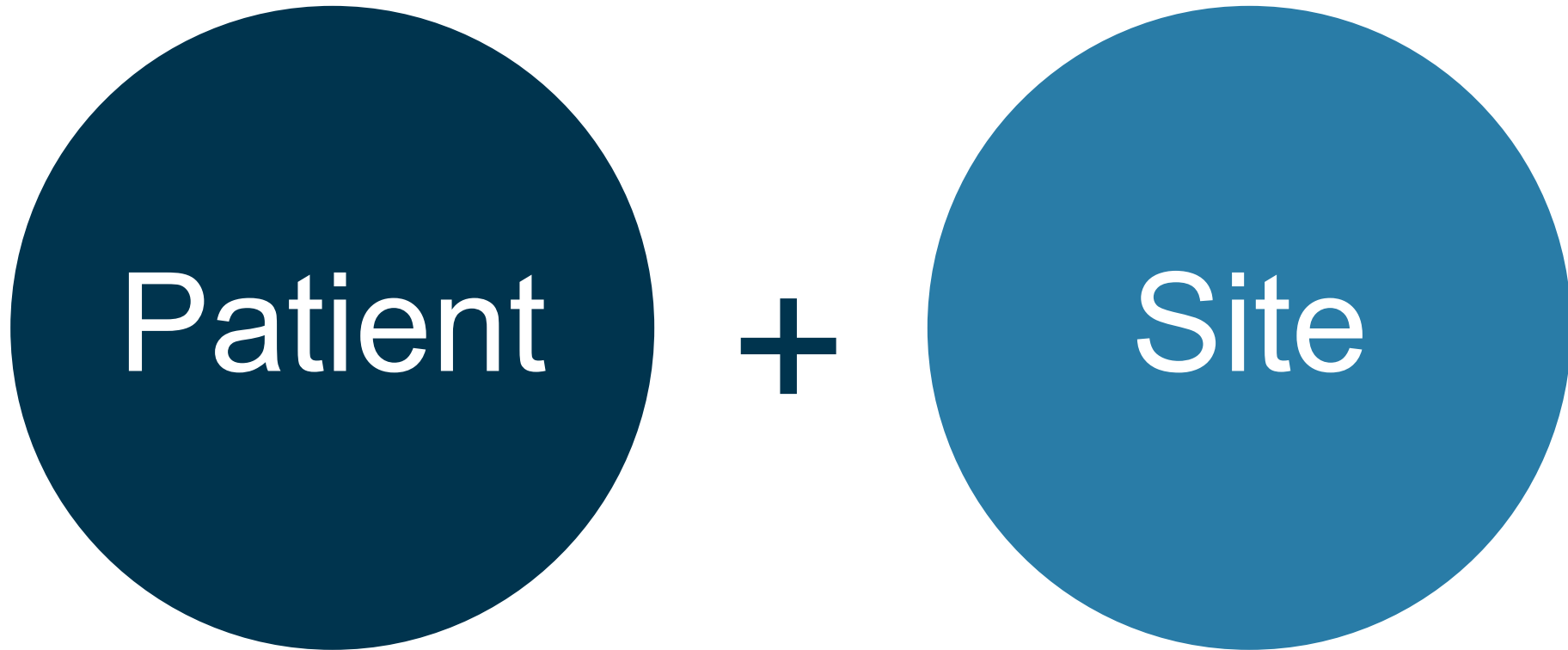


Chaired by

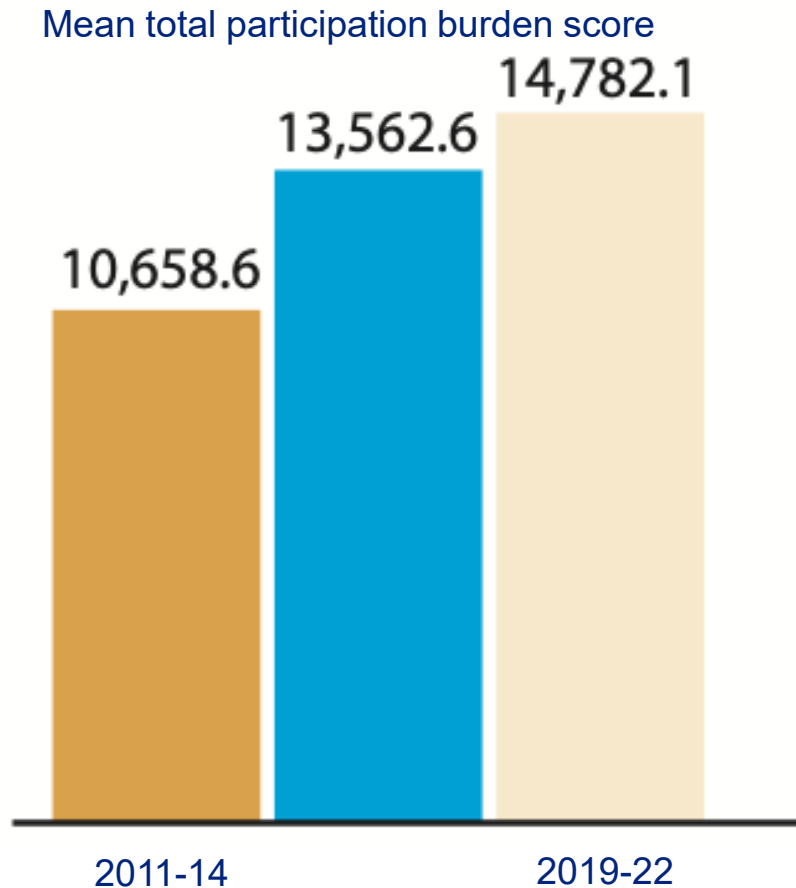
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The most important relationship in a trial...



But it's getting harder for patients to participate...



- 39% increase in patient burden*, mirroring growth in protocol complexity
- Complex Phase III visits now last 5–6 hours
- Multiple portals, forms, and procedures overwhelm patients
- Dropout rates up to 30% in long-duration studies

*between 2011-2014 and 2019-2022

Technology must reduce friction, not add to it

- Simplify technology wherever possible
- Support and embed human relationships

Including:

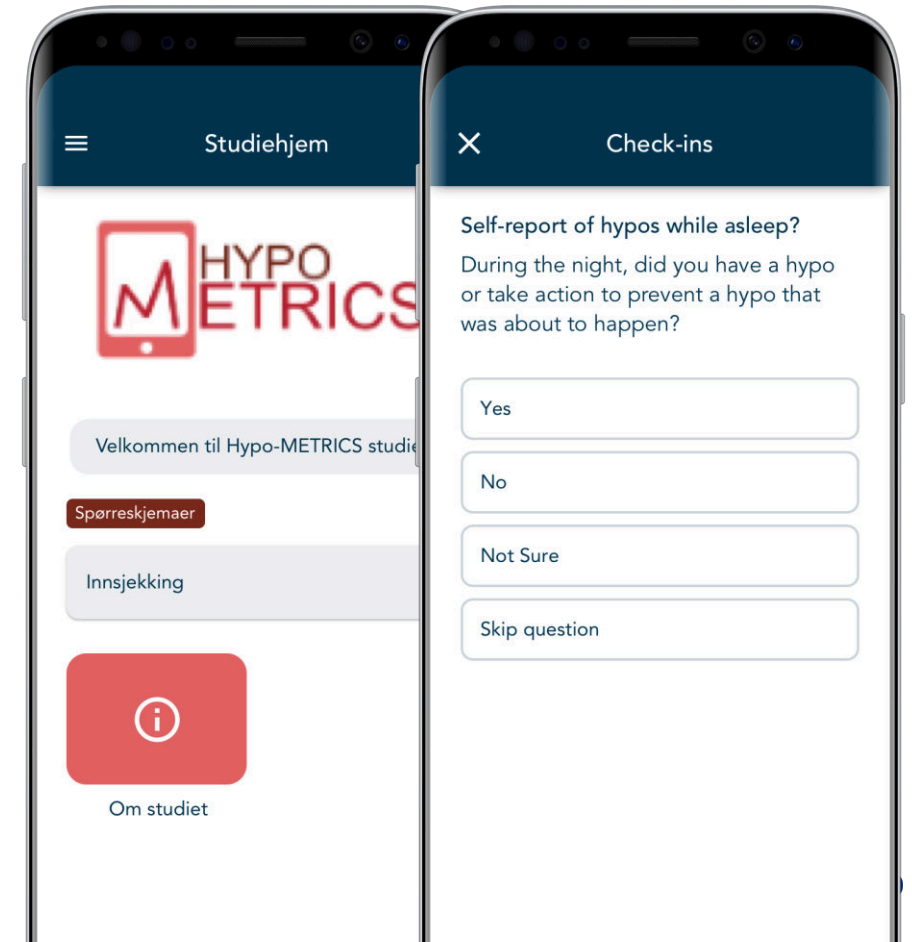
- Patient engagement should be embedded alongside eCOA
- Support remote eConsent: prepare at home, shorten onsite time
- Automated reminders: higher compliance, fewer no-shows, reduced patient stress
- Simple, site-branded portals: to build familiarity & trust

Case Study: diabetes study with high compliance

- Study on the impact of hypoglycaemia on daily life
- Daily ePRO, combined with continuous glucose monitoring (CGM)
- 4x daily data capture → over 300 questionnaires required
- 600 patients across 8 European sites
- Drives new insights into a poorly understood aspect of diabetes

>91%

Overall ePRO data capture compliance



Design for people,
to enhance relationships

Reducing site burden drives better recruitment and retention

- Coordinators spend >30% of time on admin tasks
- Less patient-facing time → weaker recruitment & retention
- Reducing burden = more time for meaningful engagement

An 'all-in-one' system minimizes duplication and wasted time

- Multiple logins & disconnected systems = duplicate entry
- Integrated CTMS + eSource + scheduling → 15–20 min saved per visit
- Scales to 40+ hours/month freed for coordinators

Remote eConsent reduces coordinator workload and patient friction

- Patients review & sign at home → shorter visits onsite
- Coordinators avoid paperwork → more clinical focus
- Improves retention by offering convenience & flexibility

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Tech Only Works if it Enhances Trust and Retention

Challenges

Solutions

System Proliferation - Multiple sponsor portals, logins, trainings



Consolidation - One central entry point, fewer logins and single sign-on

Fragmentation - Disconnected workflows, duplicated entry, errors



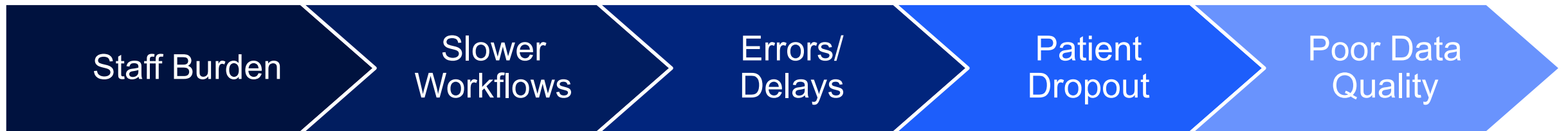
Integration - APIs & data standards streamline into site systems

Patient Burden - Multiple apps/messages erode trust, increase dropout



Patient-Centric Design - Simple scheduling, reminders, and communication

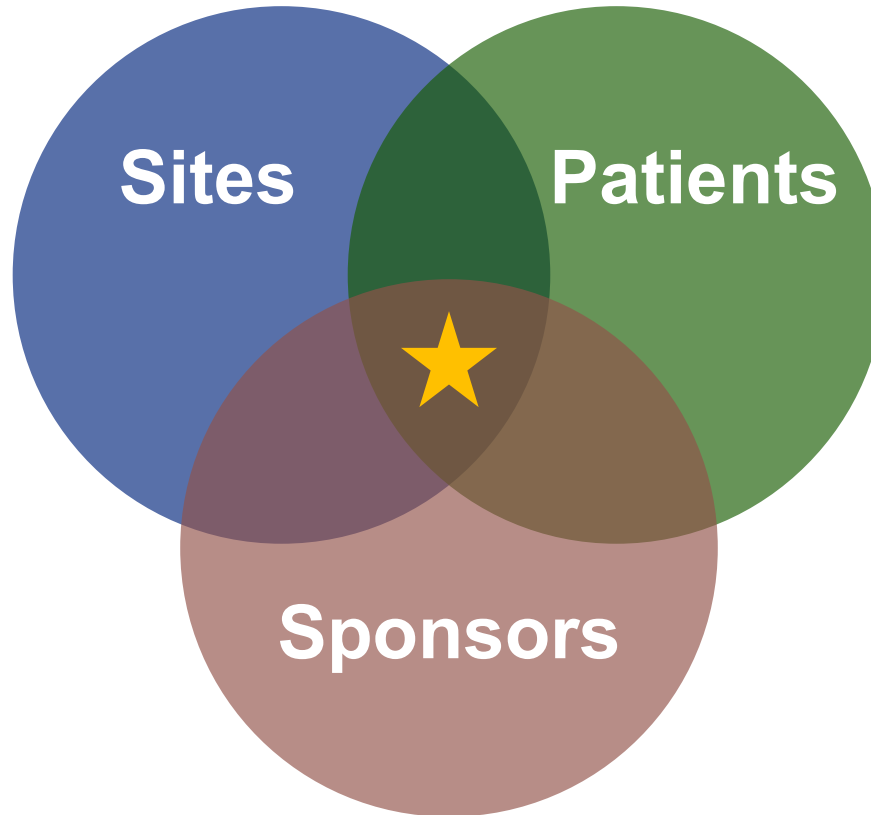
Coordinator Time is the Scarcest Resource



- **Staff Burden:** Multiple systems, duplicate entry, and redundant logs consume time.
- **Slower Workflows:** Coordinators spend less time on patient-facing tasks.
- **Errors & Delays:** Fragmentation increases mistakes and slows data availability.
- **Patient Dropout:** Reduced human connection erodes trust and retention.
- **Poor Data Quality:** Missing data, protocol deviations, and extended timelines.

★ **Successful Adoption = Shared Value** *(for all stakeholders)*

Coordinators reclaim time, reduce errors, and improve staff retention



Simpler experience, fewer barriers, stronger trust → higher retention

Faster recruitment, cleaner data, fewer deviations, shorter timelines

Poll 1

- **Question:** *Which technology solutions are currently in use at your organization?*
 - Integrated or stand-alone CTMS / EDC / eSource platforms
 - IVRS/RTSM platforms
 - eCOA / ePRO
 - eConsent (onsite or remote)
 - Automated scheduling / reminders
 - EMR / EHR data integration for recruitment
 - Remote monitoring or eRegulatory systems
 - AI/ML-enabled analytics or feasibility tools
 - Others

Poll 2

- **Question:** *Which technologies do you expect your organization to expand or adopt in the next 2–3 years?*
 - Seamless eSource–EDC data flows
 - AI/ML for recruitment, monitoring, or risk detection
 - Real-world data integration into trials
 - Advanced data visualization / analytics dashboards
 - Risk-based monitoring
 - Sensors and wearable devices
 - No major changes expected

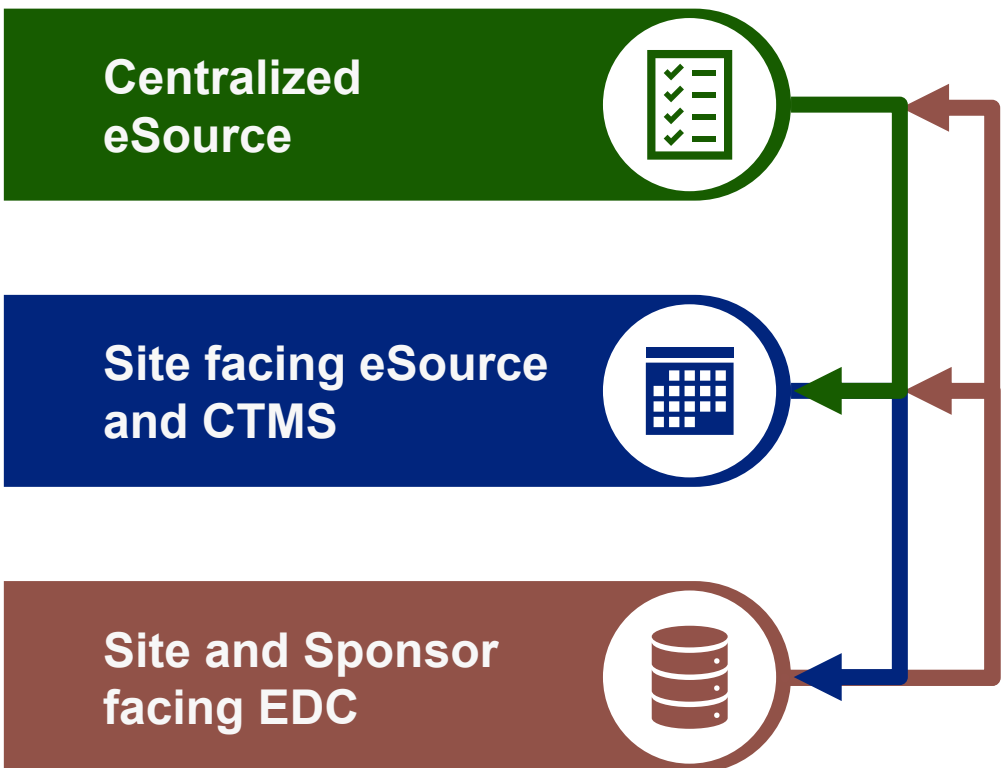
Poll 3

- **Question:** *What are the biggest barriers to scaling technology adoption in clinical research?*
 - Cost / unclear ROI
 - Regulatory compliance & data privacy concerns
 - Integration across multiple systems/vendors
 - Change management & user adoption (site or staff)
 - Sponsor/CRO misalignment on standards & expectations
 - None of the above

Today's Agenda

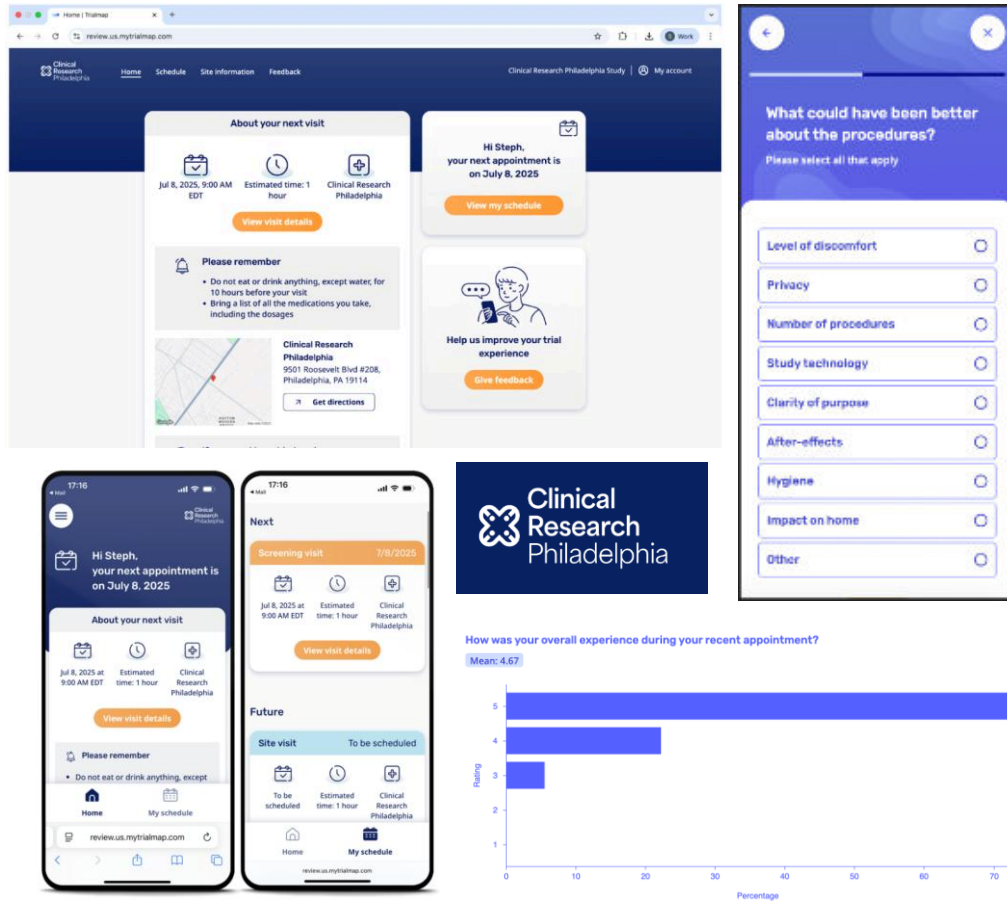
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Connected Systems = Cleaner Data, Faster Monitoring, and Lower Cost



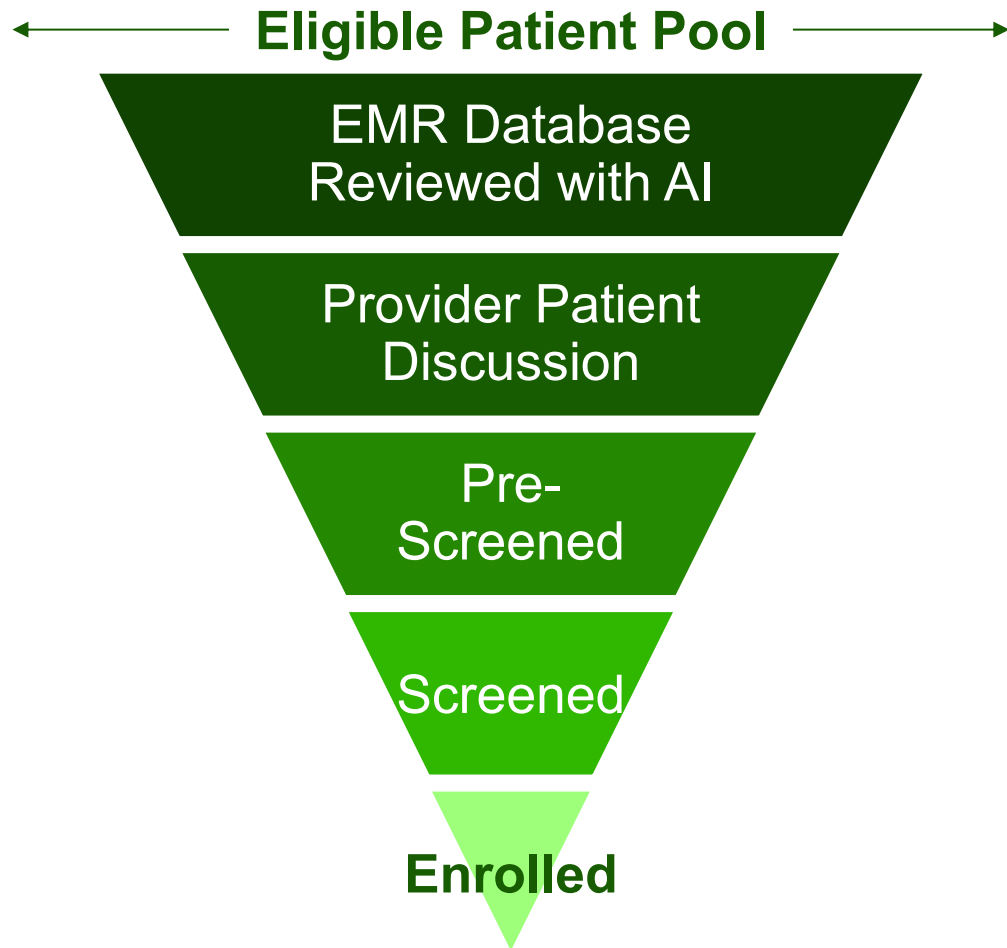
- **Single Source of Truth:** Centralized eSource integrated with EDC ensures standardization with clean, consistent data
- **Fewer Errors:** Real-time sync reduces transcription errors and queries
- **Faster Monitoring:** Sponsors/CROs access live, accurate data → quicker resolution cycles
- **Cost Savings:** More remote monitoring visits with fewer queries

Smart Automation Boosts Retention & Experience



- **Automated reminders built into our workflow** → fewer missed visits and better patient satisfaction
- **Real-time feedback from participants** → stronger engagement, trust and continuous improvement
- **Integrated with CTMS** → reduced manual coordination and administrative load
- **Shorter, smoother visits** → higher satisfaction and retention

AI + EMR mining accelerate Recruitment & Diversity



- **Day-Zero Recruitment:** AI generates matched patient lists before first screening
- **EHR Mining + Pre-Screening:** Filters by inclusion/exclusion → fewer screen fails
- **Expanded Reach:** Provider network + AI broadens access to under-represented patients
- **Coordinator Efficiency:** Cuts hours of manual chart review → more time for patient care
- **Quality & Compliance:** HIPAA-secure workflows keep investigators in control

Poll 4

- **Question:** *How excited are you about the role of technology in clinical trials?*
 - Very excited — can't wait to expand adoption
 - Cautiously optimistic — benefits clear, but challenges remain
 - Neutral — technology is useful, but not transformative
 - Skeptical — too many tools, not enough integration
 - Concerned — technology adds more burden than it removes

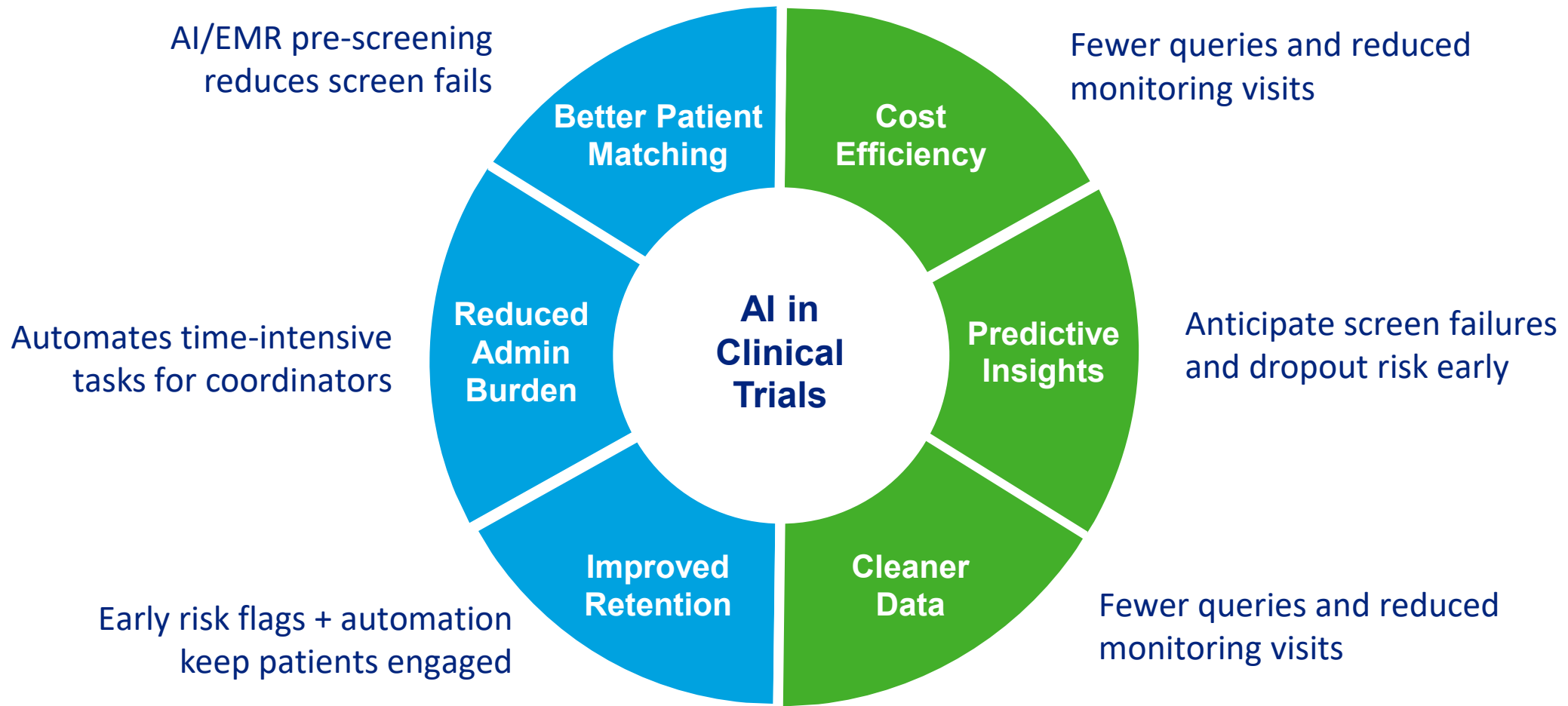
Poll 5

- **Question:** *Are you using AI to support your work in clinical research?*
 - Currently using AI in live workflows
 - Actively assessing, not yet implemented
 - Exploring tools at an early stage
 - Not currently looking into AI
 - Absolutely not — AI feels like a threat to jobs and / or clinical trial quality

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AI is Transforming Clinical Trials Today



Where AI Can Add the Most Value



Recruitment

Retention

Data Quality

Operational Efficiency

Protocol Optimization

Faster, smarter EMR mining & feasibility assessments

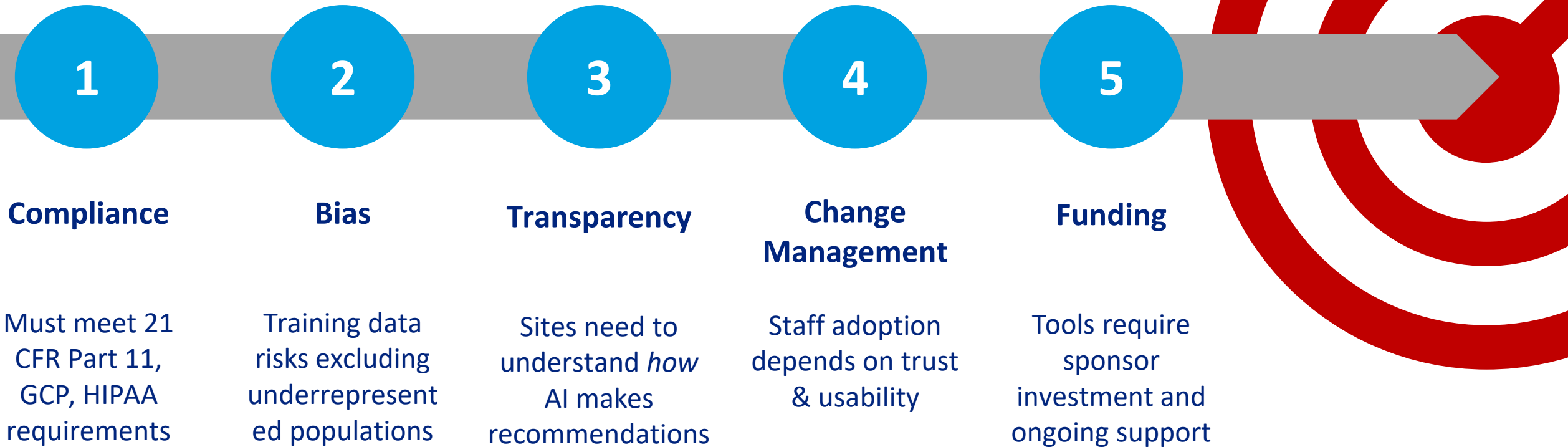
Predictive alerts for dropout risk → proactive site action

Real-time query detection & cleaning

Automating intake, reminders, scheduling

Adaptive insights from historical & real-world data

Adopting AI Responsibly in Clinical Research



Thank You

Questions and Discussion