

Digital Communication to Support Enrollment Decisions

How real-time collaboration between sites and study experts improves enrollment

Traditional approaches to clinical trial communication are passive, generic and slow. Sites can wait hours, days or more for answers to their questions. A top 20 pharma sponsor is running trials within critical care and emergency room settings.

- Sites need immediate answers to urgent medical queries for confirming enrollment eligibility, but the study used an outdated call center model.
- The call center was slow to triage urgent medical queries and redirecting queries to medical experts took a long time.
- The sponsor had no visibility of what was being communicated or how long responses were taking.

Teckro for Urgent Medical Eligibility Enrollment Queries

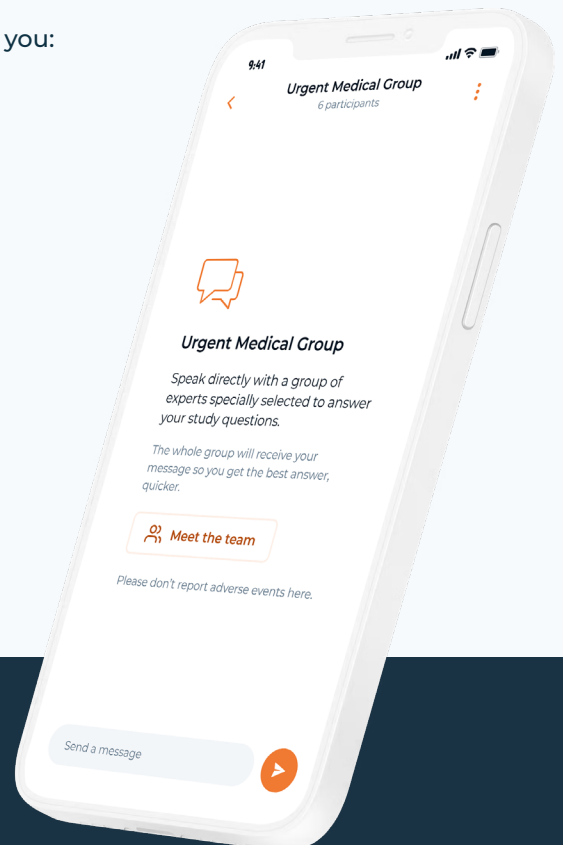
This sponsor provided all research staff with direct access to medical experts. Now with Teckro, research staff can initiate real-time conversations for urgent medical queries at the point of care, for better enrollment decisions. Guidance direct from the experts means trust in the fidelity of the information and the same answer every time. The call center was eliminated and won't be used for future studies, saving the sponsor both time and money and improving quality. The sponsor also gains transparency of urgent queries from sites, and the guidance provided by medical experts.

The initial response to site queries by medical experts is now in as little as **2 minutes**.

“Teckro saves me time, it’s installed on my phone. I receive a message and can reply immediately. Moreover, other medics can see communications and are able to follow-up if needed.” - Medical Monitor

Teckro is secure and compliant with FDA’s CFR 21 Part 11, giving you:

- A single, mobile app to centralize study content and communication for site staff.
- The ability to configure multiple groups, connecting sites to the experts best suited to provide guidance.
- Multiple experts in the group to ensure no single point of failure if someone is offline or unavailable.
- Query visibility for all group members, who can add further information or clarifications.
- Conversations that stay open until fully resolved and can then be exported for inclusion in study files.
- Push notifications on mobile devices to alert all group members to messages.



[Read more about Communication with Teckro](#)