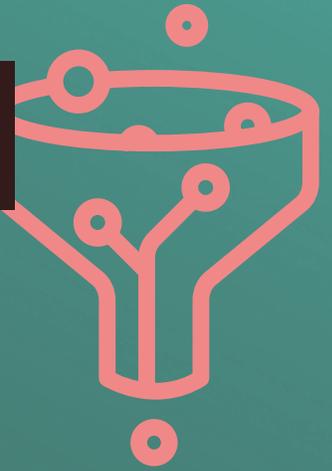


USE CASE

Screening clinical trial patients for eligibility

Automate clinical trial patient screening via a virtual agent



Improve efficiency by alleviating the need for trained phone staff and reducing the time to enrollment.

Clinical trial challenge

While individual clinical research trials are unique in pursuit of better ways to treat, diagnose, prevent or screen for disease, they all share a common challenge—pre-screening and screening potential trial participants for enrollment. Most often a manual process, screening participants for eligibility in a trial has typically included answering a set of questions via a web-based survey tool, the phone or even in person.

The very nature of clinical trials and the screening information that needs to be collected, including health-related and medical history questions, means that pre-screening criteria can be complicated—something that web-based surveys and telephone interviews can't necessarily accommodate—and in-person pre-screening makes very costly.

In fact, the efficiency of participant recruitment greatly impacts the cost of a trial. According to one study, it costs \$6,533 on average to recruit one patient to a clinical study, and the longer it takes to recruit, the more costs rise.¹

Delays due to screening challenges are one of the main contributors to the 86% of registered clinical trials that don't meet their intended planned enrollment deadlines.²

Although web-based surveys were intended to streamline the process and reduce costs, survey fatigue can significantly diminish completion rate for online pre-screening. Research shows that the average completion rate drops to 65% for four- to eight-question questionnaires.³ For questionnaires with 15 or more questions, this rate declines to under 42%.⁴

When relying on staff to screen participants, the process is limited by resource availability and time. Potential trial participants are busy, and rounds of phone tag can result in patient frustration and loss of interest.

Contract research organizations (CROs) and patient-recruitment vendors need the ability to screen participants 24/7 to maximize screening efforts and reduce the time to cost effectively enroll qualified patients in clinical trials.

The Gridspace solution – Grace virtual agent

The Gridspace Grace virtual agent enables CROs and patient-recruitment vendors to more efficiently and cost effectively screen patients for inclusion in clinical trials. As the most advanced, natural-sounding virtual agent, Grace is a task-specific, next-generation conversational voice bot that can handle patient interactions consistently and compliantly in a natural and friendly manner, giving patients a convenient, easy and thorough way to engage in the screening process.

Key features

- Limitless, natural-sounding virtual agents.
- Fluent, consistent and friendly conversations.
- Integrates with existing voice technology and data systems.
- AI orchestration interweaves voice technology with existing human workflows.
- Inbound API interfaces and outbound APIs support integration into systems.

Key benefits

Voice automation addresses human talent challenges

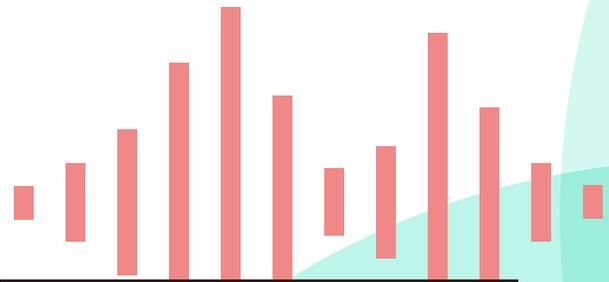
- Allows voice bots and high-value staff to tag team when needed.
- Scale immediately and elastically to meet demand.
- Conform to the same QA standards and methods as human staff.
- Triage opportunities to utilize human labor more effectively.

Promotes a patient-centric experience

- Indistinguishable from a capable human.
- Creates seamless handoffs when escalation is needed.
- Better procedure adherence for service consistency.
- Scale multiple Grace voice bots to handle call surges.

Easy to deploy and manage

- Purpose built for healthcare, enabling high-accuracy task completion.
- Consistently meet compliance requirements.
- Zero integration to quickly start and scale.
- Compatibility with Gridspace Sift enables standardized monitoring and QA.
- Auditability with 100% visibility into every conversation.



Hear for yourself – experience Grace today!

Listen to Grace [here](#) and discover how Gridspace is pioneering real-time speech infrastructure for clinical trials.

About Gridspace

Gridspace was formed in 2012 as a collaboration between SRI Speech Lab, the lab behind Siri and Nuance, and a multidisciplinary team of designers and engineers. The company's software makes it easy for contact centers and developers to automate calls, quickly understand customer requests, synchronize agent responses and drive successful outcomes. The company's HITRUST-certified product scans for customers in regulated industries. The company is already one of the largest Kubernetes cluster operators for streaming speech and has analyzed billions of call minutes with its cloud-agnostic speech technology. To learn more, visit [gridspace.com](https://www.gridspace.com).

¹ Moore TJ, Zhang H, Anderson G, Alexander GC, *Estimated Costs of Pivotal Trials for Novel Therapeutic Agents Approved by the US Food and Drug Administration, 2015–2016*. *JAMA Internal Medicine*, Nov. 2018.

² Roots Analysis, *Virtual Clinical Trial Service Providers Market by Type of Therapeutic Area*, Jan. 2021.

³⁻⁴ Perzynska K, *How to Get Survey Completion Rate of Over 80%*, Survicate, March 2022.