

Patient Services CRM

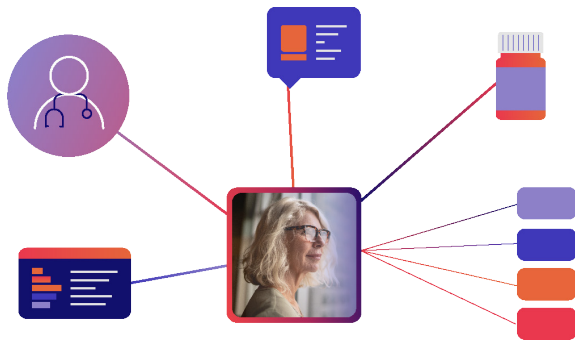


The Claritas Rx Patient Services CRM combines customized case management with patient-level data for seamless care coordination. This enables reimbursement teams to focus on what matters most. With better insight into the patient journey, brands can develop their strategies and concentrate outreach efforts to ensure patients remain on treatment.



Empower Your Case Managers with Patient-Level Insights

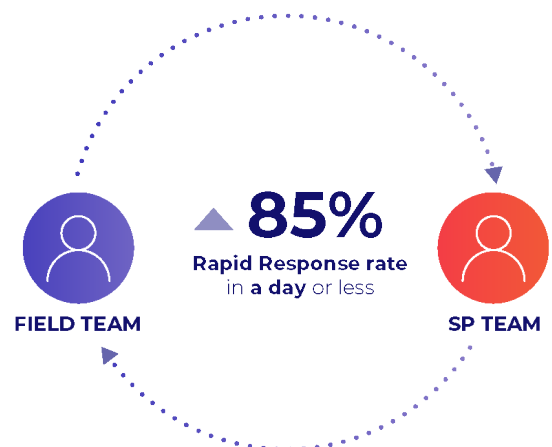
HIPAA-Compliant Patient-Level Data You Can Act On



Our CRM integrates case management with patient data, offering visibility into case statuses and helping reimbursement teams prioritize urgent cases. It ensures HIPAA-compliant PHI protection and easy access to Accounts, HCPs, and patient information. Paired with our Patient Watchtower, it provides instant insights into patient journeys and enables direct field engagement.

Efficient Field Engagement Powered by AI

Our CRM streamlines communication with field teams by offering both automated and manual options. Users have the option to send automatic or manual email notifications to partners through custom workflows. Each message contains a secure link for easy access, facilitating swift communication and real-time responses. This feature not only enhances communication but also boosts efficiency with AI-assisted recommendations for optimal next steps. It supports quicker interventions to improve patient therapy adherence.



Configurable Service Workflows Tailored to Your Brand

Our service workflows boost collaboration between field reimbursement teams and partners, ensuring cohesive patient care. They offer adaptable processes tailored to each program's needs, facilitating seamless communication and task management. Teams can assign tasks, track progress, and share insights within a framework that promotes accountability and efficiency.

Enhanced Performance Insights

Gather and analyze data pertinent to field activity and performance with reporting tailored to your brand. This enables the identification of trends and opportunities for improvement, ultimately leading to better patient outcomes. Examples of these reports include:

- ◆ Productive Interactions by Week
- ◆ Interactions by Week and Approach and Trigger
- ◆ Top HCP's by # Interactions
- ◆ Top Account's by # Interactions



“With the Claritas Rx Patient Services CRM, we’ve taken a leap towards seamless case management. Our workflows are streamlined, and there is a greater level of transparency and efficiency within our team.”

- Data Governance and Strategy Lead for a Midsize Specialty Biopharma

Claritas Rx Solutions



Patient Intervention

Predict when patients are at risk, review journey milestones, and leverage our analytics-driven care coordination portal for a better patient experience.



Competitive Insights

Gain valuable insights to compare competitor fill rates, physician adoption, or alerts for when patients will likely stop treatment with another brand.



Access Analytics

Optimize your operational performance by leveraging our standard and custom reports specifically tailored for Market Access teams.



Data Aggregation

Streamline the process for how you can directly work with validated, clean, curated data across a variety of disparate data sources.