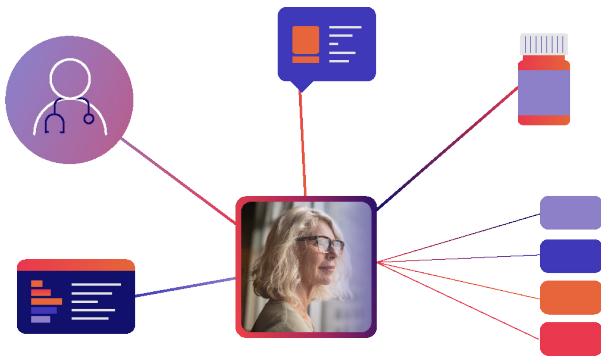


# Patient Services CRM

Empower Your Case Managers with Patient-Level Insights

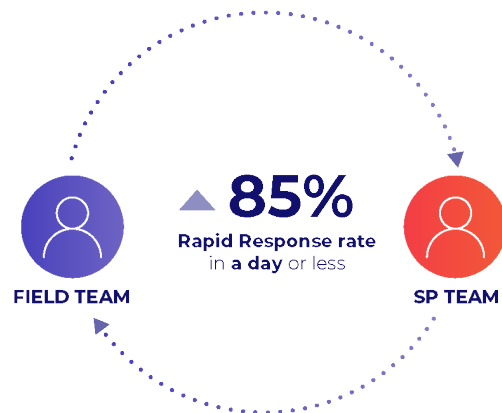


The Claritas Rx Patient Services CRM combines customized case management with patient-level data for seamless care coordination. With better insight into the patient journey, brands can develop their strategies and concentrate outreach efforts to ensure patients remain on treatment.



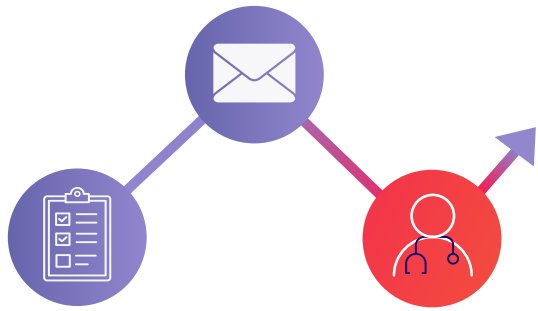
## HIPAA-Compliant Patient-Level Data You Can Act On

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 Partner and Practice Engagement

Say goodbye to multiple phone calls and unanswered emails to discuss a patient case. Communicate with partners seamlessly by sending messages directly from our CRM. Partners receive a secure link via email to view and respond to messages in real-time. With this feature, our users receive an 85% response rate from SPs within a day or less.



## Configurable Service Workflows Tailored to Your Brand

Our case management workflows are tailored to fit your brand's needs, simplifying task management and communication like never before. Teams can monitor task progress and document communications within a framework that fosters accountability and efficiency. Utilizing our workflows promotes consistency, efficiency, and transparency, ensuring all efforts are aligned with your program's goals.

## 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

## Discover the Power of the Claritas Rx Ascend™ Platform Through the Words of Our Satisfied Customers

“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