

Intuitive Software Eases Payments for Site's First High-Enrollment Clinical Trial

University of Chile site streamlines payment processes and avoids the need to hire additional staff for a phase 3 trial with more than 1,000 participants

Transitioning from Phase 2 to Phase 3 clinical trials creates significantly greater logistical demands for research sites, with the number of participant visits increasing from dozens to potentially thousands. Being able to easily and efficiently manage the payments for these visits can help sites save crucial time, money and effort, and avoid financial bottlenecks during months-long trials.



In recent years, the Respiratory Infectious Diseases Clinical Studies Group at the University of Chile shifted to become a high-enrolling site to support Phase 3 clinical trials for vaccines and respiratory treatments. And for one Phase 3 clinical trial for a global pharmaceutical company's vaccine, using an intuitive clinical trial financial management software helped the site facilitate fast payments, minimize resource demands and manage its finances throughout the two-year trial.

Site payments made simple

Like other clinical trial sites, the Respiratory Infectious Diseases Clinical Studies Group at the University of Chile is accustomed to using various payment systems specified by sponsors. For this Phase 3 clinical trial involving more than 1,000 participants, the sponsor required that the site use the Clinical Trial Payments solution from IQVIA. The solution tracks and administers site payments for clinical trials and gives both sites and sponsors visibility into all payments.

This trial was the first time the site at the University of Chile used the solution, and its impact was immediate.

"We made some changes when we became a high-enrollment site, which included me taking over the management of payments to our site," said Sergio Vargas Serrano, site manager for the Respiratory Infectious Diseases Clinical Studies Group at the University of Chile and CEO of Desarrollo Clínico, the organization in charge of the site.

“This trial was the first time I took on this responsibility, so I had to navigate new processes and terminology. Fortunately, IQVIA’s Clinical Trial Financial management software made everything about managing payments easy.”

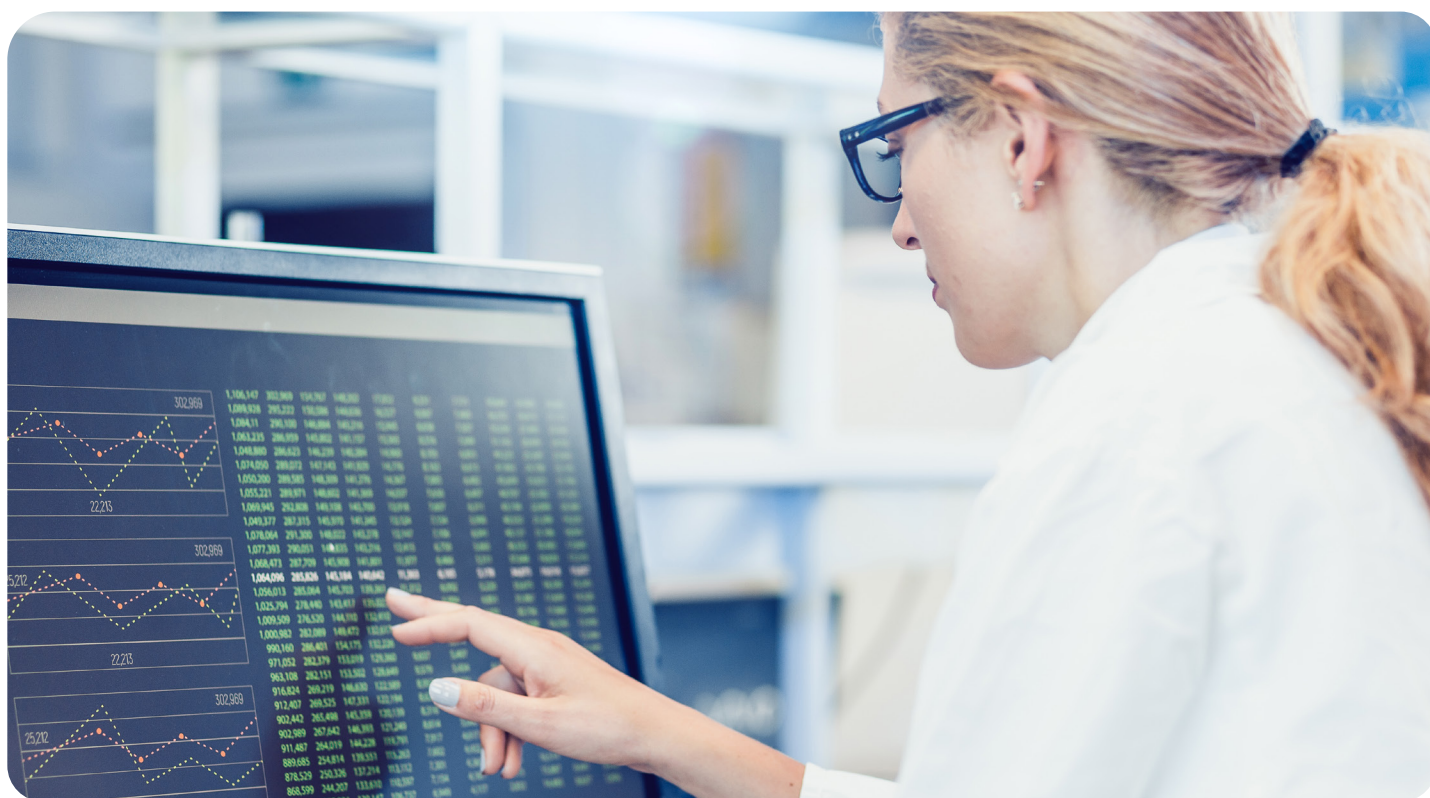
Vargas Serrano said the neat and orderly design of the clinical trial financial management software made it easy to learn and use. He also said its intuitive interface and access to clear payment-related information allowed him to easily manage all aspects of the process, whether he was submitting an invoice, confirming what visits had or hadn’t been paid, or investigating payment issues.

“I didn’t have to manually process invoices and payments, which is a huge time saver for a clinical trial that involved around 8,000 visits,” Vargas Serrano said. “I had all the information I needed, readily available in one place. I could quickly see which visits had been paid. And if there was a discrepancy, I could go right to that visit in IQVIA’s Clinical Trial Payments solution to look into the issue.”

A streamlined and simplified process for sending invoices was another highlight of using the solution for Vargas Serrano.

“Invoicing sponsors is typically done through email, often to multiple recipients for each invoice,” he said. “The process takes time, and you can run into issues like emails bouncing back. With this solution, I didn’t need to worry about any of that. I could upload and send invoices through the solution, and I knew they were going to the right people.”

Vargas Serrano also appreciated being able to export information from the Clinical Trial Payment solution to an Excel spreadsheet. This allowed him to access payment information even after the trial was done and he no longer had access to the solution. The downloaded information retained its formatting, making it just as easy to navigate and understand in the spreadsheet as in the solution.



Time and resources saved

One of the most notable impacts of the Clinical Trial Payments solution was how efficient it made the payment process throughout the trial.

“We would have had to hire someone to manage the payments if we were using another clinical trial financial management software,” Vargas Serrano said. “Because of the simplicity and efficiency that the Clinical Trial Payments solution provided for administering invoices and tracking payments, I was able to do the work entirely on my own.”

Also, because invoices could be managed and submitted through the Clinical Trial Payments solution, payments to the site were at times received in just a matter of days. That’s dramatically faster than the weeks it can take to receive payments when they’re facilitated manually through emails. It also enabled the site to maintain cash flow during one of its largest-ever clinical trials.

“One of my biggest fears was that we would get the first payment late, but it came through on time,” Vargas Serrano said.

“The speedy payments we received from using this solution were crucial to our financial stability during this trial.”



Since completing the trial, Vargas Serrano has used other clinical trial financial management software for additional trials. But if he had a say in the matter, he would use IQVIA’s Clinical Trial Payments solution for every trial.

“You compile a lot of information when you’re hosting a clinical trial with around 8,000 visits, you don’t want payments to slow you down,” Vargas Serrano said.

“IQVIA’s Clinical Trial Payments solution gave me access to easy-to-understand information in a clean interface, allowing even someone like me who was new to the process to manage payments efficiently from the start.”