

IQVIA CTFS Participant Payments

A single scalable global payments solution for clinical trials

Streamline operations, reduce delays and boost patient retention

Resolve complex challenges on a global scale

Clinical trial sites are often understaffed and overextended. Adding participant payments to their responsibilities introduces a host of logistical burdens, including:

- Documenting stipend details for each visit.
- Managing and storing physical receipts.
- Procuring and activating payment cards.
- Handling card replacements when issues arise.

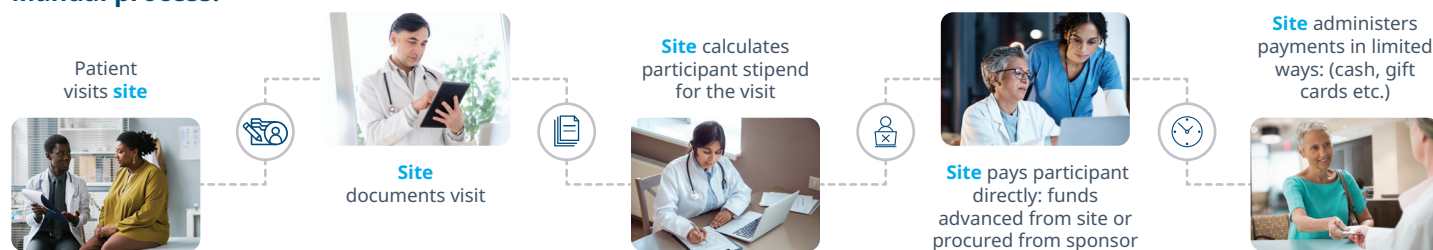
These manual, time-consuming tasks pull clinical staff away from patient care and increase the risk of burnout and turnover.

CTFS Participant Payments is a self-contained, tech-enabled platform that eliminates these inefficiencies. As part of IQVIA's end-to-end SaaS financial management suite, it simplifies the payment process — so sites can focus on what matters most: delivering successful trials.

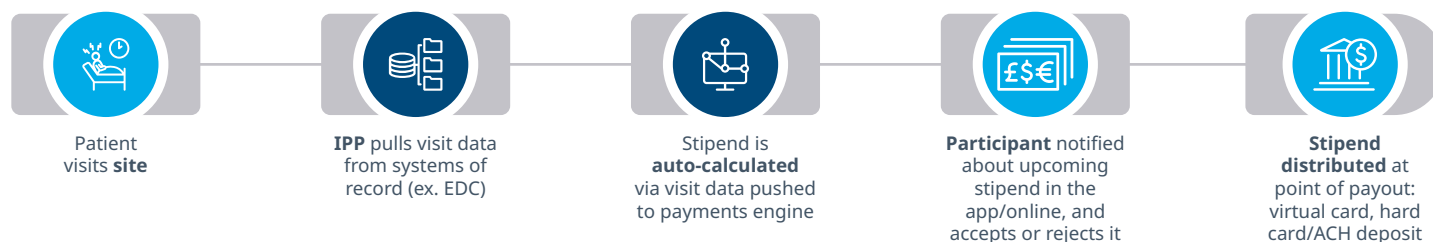
From manual to modern: A side-by-side look

Today, an estimated **80%** of participant payments are still managed directly by clinical trial sites* — a process that is often manual, fragmented, and time-consuming. CTFS Participant Payments replaces this complexity with a streamlined, automated workflow.

Manual process:



Modernize with IQVIA CTFS Participant Payments (IPP):



*IQVIA research

Relieve site burden with IQVIA CTFS Participant Payments solution:

The result:

Current state:

- Manual payments in weeks/months.
- Creates **site administration and financial burden**.
- Site/Participant trial drop-out due to burden (40%).
- Error-prone processes.
- Manual storage of every payment record (.xls).



Future state, with our solution:

- Payments in minutes (depending on the payment model).
- **NO site burden.**
- Site and participant retention.
- Data-driven accuracy.
- Trackable, systemic payment trail.

Modernize your payments process (deeper dive into features and benefits)

CTFS Participant Payments is a full-service, globally scalable solution that manages the entire participant payment lifecycle — from stipend calculation to disbursement and reporting. Designed to meet the needs of both sponsors and sites, it simplifies operations while ensuring compliance and participant satisfaction. Our solution offers:

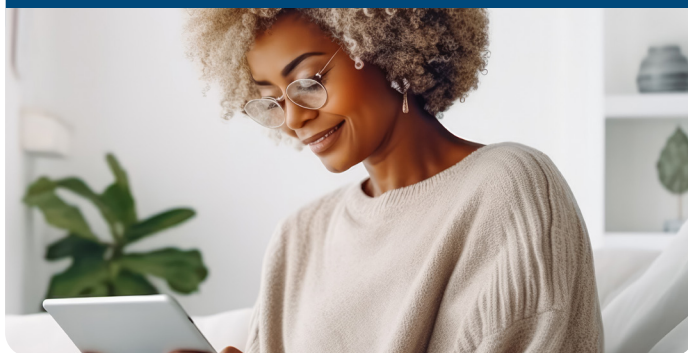
- Accurate, timely, and compliant payments anywhere in the world.
- Integrated support for global operations and regulatory requirements.
- Best-in-class practices that go beyond what software alone can solve.
- Increased operational efficiency for both sites and sponsors.
- Improved participant satisfaction, driving better engagement and retention.

With these benefits, sites can focus on what really matters: trial success.

ECOA INTEGRATION STRENGTHENS PATIENT COMPLIANCE

We all know that patient compliance with patient engagement applications such as eCOA is of utmost importance. IQVIA's eCOA and IQVIA's Participant Payments work together to strengthen patient compliance. How? By distributing micropayments to participants when they complete their eDiaries, participants are encouraged to comply with study requirements and stay engaged.

IQVIA has made thousands of such micropayments for three trials that a large pharma company is executing, using the automated, hands-free Participant Payment and eCOA products. And here are some of the results: For those three trials that IQVIA's Participant Payments distributes micropayments for eDiary completions, the completion rate increased by more than 15% in comparison to the trials with no such micropayments.



Ready to revolutionize your trial's payment processes?

Contact us to learn more about how IQVIA CTFS Participant Payments can help simplify your clinical trial:

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