



# How to Choose the Right ePRO Software to Ensure Patient Retention in Your Clinical Trial

The 5 aspects to consider when evaluating ePRO options

## Introducing the ePRO

Patient-Reported Outcomes (PROs) encompass the valuable insights patients provide during a clinical trial regarding their health, symptoms, treatment effects, and overall quality of life. Traditionally, PRO data was gathered through paper-based questionnaires or in-person interviews at the clinic. Yet, these approaches were not without challenges, being time-consuming and susceptible to memory bias or reporting inaccuracies.

The PRO's digital sibling, the electronic Patient-Reported Outcomes (ePRO), changes the game by using electronic devices like smartphones, tablets, or web platforms to collect this PRO data. Patients now complete assessments or questionnaires on their phones, tablets and computers, providing investigators with real-time data.

# Benefits of an ePRO



**Engaged and Empowered Patients:** ePRO empowers patients to actively participate in clinical trials and provide information on their health status and treatment experience. This engagement creates a sense of partnership between patients and investigators, leading to improved patient retention rates and higher quality data.



**Real-Time Data Collection:** Traditional paper-based data collection faces recall bias, while ePRO enables real-time symptoms, medication habits or quality of life or any habit changes tracking for prompt interventions. This digital approach improves disease management by capturing immediate patient insights and facilitating timely adjustments.



**Increased Protocol Compliance:** By capturing data in real-time and actively encouraging patients' reported activity throughout the study, the ePRO motivates participants to comply with the requested activities and treatment according to the protocol leading to reliable data and improved clinical trial outcomes.



**Improved Data Quality:** ePRO minimizes recall bias and optimizes data accuracy by capturing patient reported information at the exact moment it is being experienced. Patients can document their symptoms, adherence to treatment, compliance, and overall wellbeing in real-time, reducing the risk of forgetting relevant data.



**Cost and Time Savings:** An ePRO reduces administrative burden and resources needed to enter and process data manually. Not only an ePRO collects data more efficiently, but also leads to cost savings and in some instances, eliminating the need for frequent site visits, reducing travel-related costs for patients.

# 5 Essential Aspects to Consider as You Evaluate ePRO Options

01

## Does the ePRO have user engaging functionalities?

Engaging the user is one of the most important objectives of an ePRO tool. Gamification elements such as trophies, badges and progress bar help boost the patient retention and compliance. Functionalities such as reminders and notifications encourage the patient to complete all tasks required and voice recordings can make the user communication more natural and insightful.

02

## Does the ePRO match your technical needs?

According to the needs of your clinical trial, there are several technical aspects to contemplate when considering an ePRO.

- Can users use the ePRO system on their own device (Bring Your Own Device, BYOD) and if not, can the ePRO vendor supply the devices?
- Does the ePRO provide multilingual support if your study is run in multiple countries?
- Can the ePRO accommodate the complexities of your clinical trial?
- Does the ePRO easily integrate with other tools you are already using in your trial such as EDC, IWRS or wearable devices?
- Can you access the data collected in the ePRO in real-time?
- Does the ePRO allow continuous updates and upgrades?

03

## Does the ePRO comply with the current regulations?

Depending on which countries the clinical trial is being conducted, the ePRO system will have to comply with specific regulations to ensure data integrity, patient privacy, and the overall ethical conduct of the trial. For example, if you're conducting the study in the United States, the ePRO must be 21 CFR Part 11 compliant.

04

## Does the ePRO system provider meet your expectations?

Close and transparent collaboration with your ePRO system provider is essential to conduct a seamless clinical trial. Three aspects to consider when it comes to the technology tool provider:

- Does the ePRO provider offer customer support?
- Is the ePRO provider transparent regarding the pricing model and licencing?
- Is there a software onboarding and implementation service ensured?

05

## Is the ePRO system flexible and customizable?

Each clinical trial has its own needs and therefore, it is important to ensure that the ePRO system be customized to align with your trial's unique requirements and patient population, as well as to modify assessment schedules, notifications, questionnaires, and response options.

Are you looking for an ePRO tool that answers these 5 questions? Click to learn more about Replior's [Trial Online ePRO](#) or [book a demo](#) with us.