



Clinical Trial Sites Gain Payment Transparency and Visibility Through ClinViz

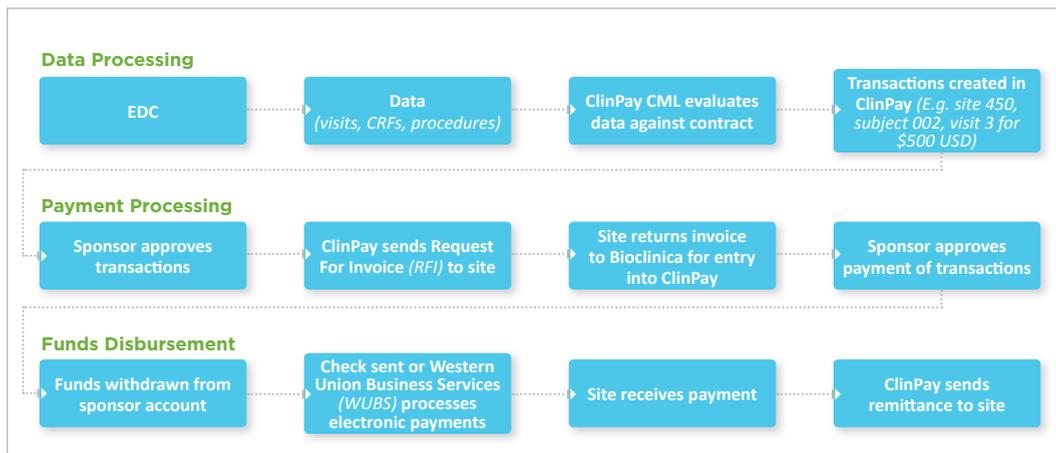
On-time payments motivate sites to drive data quality results and optimize site performance. Site satisfaction is critical to ensure adherence to trial timelines and budget costs; lengthy payment delays can result in high site turnover.¹ Getting paid on time is one of the top ranked concerns of sites,^{2,3} with one-third of North American sites waiting at least 90 days for payments.⁴ Slow payments cause financial stress for the majority of sites,⁵ and two-thirds of sites report having no more than three months' operating cash available.¹ To avoid site drop-out, payment issues for investigator sites need to be addressed.⁶

Bioclinica ClinViz, when partnered with ClinPay, provides a unified site payment portal solution

Bioclinica understands the pain points of both sponsors and sites when it comes to the financial management of clinical trials. ClinPay and ClinViz are two examples of technology solutions within the Bioclinica suite of Financial Lifecycle Solutions (FLS); the former automates the financial management of clinical trials by initiating timely and accurate payments based on Electronic Data Capture (EDC) and Clinical Trial Management System (CTMS) data, as well as transparency for the sponsor regarding the payments sent and requested, and the latter is the payee (site) portal that provides sites with real-time access to their complete history. Essentially, payments from the sponsor are initiated, recorded and tracked in ClinPay, and sites have access to all of the payment details through ClinViz.

To better understand how ClinPay and ClinViz work together, we will use a recent sponsor client as an example. The sponsor recently transitioned from a manual payment process to the use of ClinPay for site payments (Figure 1). Payments are automatically initiated based on data entry into the EDC, motivating sites to enter data in a timely manner.

Figure 1. Transaction lifecycle for site payments





To provide payment visibility and transparency, the client also decided to use ClinViz with their sites. With ClinViz, sites can view the total amount and number of their payments (Figure 2), including all subject-related payments and all non-subject-related payments.

Figure 2. Portion of the ClinViz overview dashboard providing payment insights by subject and total paid to date



Clinical sites can also view the details of all payment transactions, historical payments and remittances that were sent in real time and on a historical basis. For reporting, ClinViz has the ability to export selected payment data into Excel and PDF formats for further analysis and real-time decision making.

Figure 3. Details of the payment transactions, ability to generate PDF or Excel reports and ability to filter site payment details on an ad-hoc basis

Call Bio

Payment ID: 4098, Paid Date: 4/28/2014, Study: N000VOT, Study/Site #: 1255, PI: PETER..., Subject: 12550119..., Description: Visit 8, Currency: USD, Amount: 331.50

Payment ID: 291034, Paid Date: 9/20/2013, Study: N000VOT, Study/Site #: 1255, PI: PETER..., Subject: 12550119..., Description: Visit 7, Currency: USD, Amount: 299.62

Account Group: Visit
Gross Amount: 352.90
Holdback Amount: 52.80
Batch ID: 383

Records from 1 to 15 | Page 1 | 15 rows per page

Callouts:

- Selecting the plus sign next to the transaction displays transactions details like holdback amount, batch the transaction was included in, gross amounts, and what account group the transaction belongs to.
- Filter for the Subject column.
- Dropdown to select the report format (PDF or Excel).
- Printer Icon – runs the All Payments report in the selected format.



ClinViz allows sites to request additional funds through purchase requests for non-contracted items; then, the response and invoice from the sponsor are also visible once available, along with any status updates or notes. The completed invoice can be submitted by the site through ClinViz for further processing.

ClinViz provides sites a flexible method to gain actionable insights and visibility into the sponsor's actions.

Since ClinViz empowers sites to view payments and make real-time decisions, the sponsor received positive feedback from the sites regarding the ClinViz functionality during the initial investigator meeting. Sites feel empowered based on their ability to access their payment information on demand rather than having to email inquiries to the sponsor. Sites gain insight and considerable advantages for both time and visibility by submitting PRN requests in a portal that allows status tracking for both site and sponsor. The sponsor is confident they will receive the same enthusiastic response at the upcoming investigator meeting in APAC.

Conclusion

Because of the access to payment data and related actions, ClinViz keeps sites motivated and empowered throughout the clinical trial lifecycle. Ultimately, this improves the site and sponsor relationship and has positive benefits for overall trial efficacy and completion rate percentage.

References

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