

## Who are we ?

World leader in assistance services:

Member of Allianz Group  
Service-oriented teams in 26 countries

Specialist organisation for the resolution of patient health problems:

In-house medical teams and specialised operators  
24 hour availability  
Worldwide medical network

Pharmaceutical industry partner since 1999:

PRM programs: from 3 months to lifetime patient support  
Operational consultancy according to local health systems and regulations  
Tailor-made solutions, from engineering to implementation  
Ability to launch international programs

### Contact us:

[www.mondial-assistance.com/pharma](http://www.mondial-assistance.com/pharma)  
To know more about Mondial Assistance services

[pharmacontact@mondial-assistance.com](mailto:pharmacontact@mondial-assistance.com)  
To identify your local contact



## Patient Relationship Management by Mondial Assistance

# Your patient treatment compliance can reach 80% or more with Patient Relationship Management by Mondial Assistance

We work with you to design a customised patient support program meeting your specific needs

- Adherence
- Service level
- Duration: from 3 months to lifetime
- Continuous data collection and analysis
- International implementation capabilities



## Enable on-going patient follow-up without doubling your costs

Because the average consultation time is decreasing, patients have a growing need to get treatment information in a different way. The Mondial Assistance Patient Relationship Management (PRM) program fills this gap, increases efficiency, reduces costs and improves patient and doctor loyalty.

Mondial Assistance provides **on-going personalised patient reporting** to the prescribing doctor which optimises consultation times and supports treatment assessment.



*Lilly has experienced great success with Mondial Assistance on its osteoporosis program by delivering superior patient support and satisfaction that improves patient health, proper medicine usage and results. Mondial Assistance's expertise, in close cooperation with the prescribing physician, has helped us continue our dedication to innovation and patient focus, at the heart of our business for 130 years.*

*Dominique Amory, CEO Lilly France*

## Optimize patient treatment efficiency

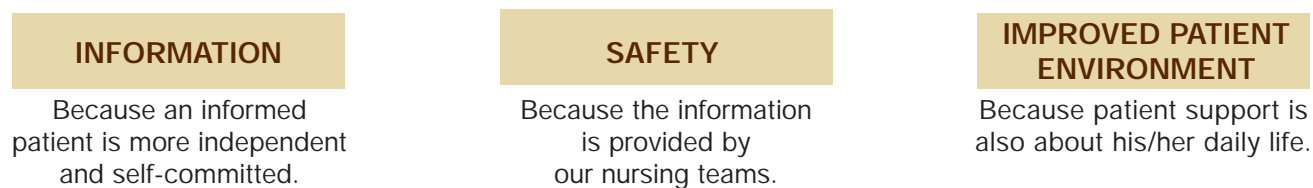
13% of healthcare expenses are related to non-compliance\*.

Since compliance rates tend to average between 50 and 60 percent\*\*, many patients are left unhealthy and dissatisfied with their medication. Improvement in compliance with our Patient Relationship Management Program is translated into significant efficiency for the laboratory, improved patient satisfaction and treatment success.

\* Sonnenmoser, Compliance in der Arzneimitteltherapie, ABDA, Dec. 2002  
\*\* Christopher M Dezil - Medication Noncompliance: What is the Problem?, Managed Care, Sept. 2000

## Our objective: patient satisfaction and compliance

Mondial Assistance provides treatment guidance and support services to ensure appropriate medicine usage according to the prescribed treatment regimen.



## Key benefit

- Improved illness prevention and adherence
- Enhanced commitment from patients and doctors through new communication channels
- Sustainable profitability for your innovations

## The Mondial Assistance difference

As world leader in assistance, Mondial Assistance provides tailor-made solutions and state-of-the-art technical systems to adapt to your reporting needs and internal processes.

## Our success

### Outcome of a PRM program by Mondial Assistance

18 months treatment with auto-injection pen  
4000 patients / 1100 prescribing doctors

### Results

Observance level after 13 months: 86.3%

93.4% of patients self-administer their treatment

Only 12% of patients needed a nurse visit for self-injection training