

## CASE STUDY

# Nurses help patients manage rare condition

### The Challenge

- Whilst diet management can go so far, our client offers patients navigating a rare, genetic condition an injectable treatment to prevent severe health consequences.
- Although effective, this treatment requires careful monitoring because a common side-effect is reduced blood platelet levels. To make sure patients are safely adhering to their treatment without the stress and inconvenience of having to go to hospital, the drug's producer required a national support program.

### The Outcome

- Since 2019, our nurses have carried out over 4,100 visits, helping almost 90 patients manage their life-changing condition.
- After each visit, results and feedback are delivered to clinicians within 24 hours, with blood results monitored and discussed to ensure adherence and stability of patient are reviewed and actioned. Around 250 adverse events, which includes abnormal bloods, have been reported in the last six months alone.
- Thanks to our support program, patients can take their treatment, safe in the knowledge that they're being monitored and always have someone to share any concerns with.

**89**

**patient supported**

**4,187**

**patient visits**

**250**

**adverse events reported**

### Our Approach

- We recruited a small, dedicated team of specially trained nurses with a deep understanding of the therapy area. They work nationally, meeting with patients in their homes or places of work.
- Once appointments are arranged, our clinical nurses visit new patients to educate them on the treatment and make sure they feel confident self-administering. They also take the time to answer any questions, put patients' minds at ease, and help them manage their condition holistically.
- Importantly, the nurses return regularly to ensure adherence and take urine and blood samples, reporting any adverse reactions, and liaising closely with clinicians. Due to the nature of the condition, our nurses have to be highly flexible – if bloods are unstable, they may have to return more frequently to monitor platelet levels.
- help patient adherence in other parts of the world.