

# Compassionate Use Program (CUP): Rapid Drug Delivery to Patients in Need

## Situation

Our client required a global program to provide treatment to patients with a serious influenza infection.

This program needed to span 38 countries across North America, Latin America, Europe, the Middle East, Africa, and Asia Pacific and accept treatment requests from thousands of patients.

## Key Challenges

- Patient demand varies based on the influenza season within different countries
- 24–48 hour shipment of drug from patient approval
- Meeting the approval requirements from a variety of regulatory agencies across multiple countries

## A Two-Fold Approach

### Sponsor-Dedicated Program Pathway

- Provided first-line contact and acted as a resource for physicians requesting treatment
- Streamlined physician drug request process
- Handled follow up for any missing treatment/ shipping information
- Initiated and coordinated drug shipments to physicians

### Drug Depots in Countries with High Demand

- Allowed for expedited shipment of drug within specified high demand countries

## Outcome

- Provided over 3,100 patient treatments from more than 2,800 physician requests
- Our streamlined request process decreased time from physician request to shipment of drug allowing for a 24-48 hour turnaround

## Impact

- Consolidated point of contact for treatment requests
- Flexible program process easily allows for ramp up/ ramp down
- Minimal time delay in triggering shipments
- Ability to handle requests from various countries regardless of demand