

CRK

SMO Services

ADVANCING HEALTH THROUGH ETHICAL RESEARCH.





Introduction to Our SMO Services in Kenya

Discover how our committed Site Management Organization (SMO) solutions can streamline your clinical trial experience

Find out how our tailored SMO solutions are designed to enhance every aspect of your clinical trial site operations and patient enrollment. We are dedicated to streamlining patient recruitment and delivering comprehensive site management to ensure seamless clinical research execution and site supply. Our patient-centric approach is at the forefront, enhancing trial efficiency, experience, and overall success.



Improving Health Outcomes



Promoting Health Equity



2. Our SMO Services

Site Augmentation & Support

Patient Recruitment

Site Management

Study Drug Management

Clinical Site Supply

Patient Education & Concierge Services

Home Care Services



Site Augmentation & Support

Comprehensive Clinical Trial Management at CRK Clinical Research Key

At **CRK Clinical Research Key**, we employ a **proprietary study delivery model** to support **Sponsors and CROs**, offering **integrated solutions** designed to **optimize every aspect of your clinical trial**.

How Our Expertise Enhances Your Trials:

- **Provision of Independent Teams**
We offer **dedicated teams** of trained **coordinators and nurses**, ensuring **seamless trial execution** from start to finish.
- **Patient Recruitment & Engagement**
Our team specializes in **strategic patient recruitment and engagement**, maximizing **enrollment and retention** for **successful trial outcomes**.
- **Development of Retention & Compliance Tools**
We provide **advanced tools and strategies** to enhance **patient retention and compliance**, **minimizing dropout rates** and ensuring **data integrity**.
- **Comprehensive Site Training**
We conduct **initial and ongoing site training** to ensure **staff compliance** with protocol requirements and **regulatory standards**.



Site Augmentation & Support

- **Clinical Supply Management**
Our team manages **clinical supply activities**, resolving **supply challenges**, and ensuring **timely delivery of study materials** to trial sites.
- **Data Entry & Quality Control**
We handle **data entry tasks** (CRF/EDC/IRT) with a **strong focus on quality control and regulatory compliance**.
- **Project Scheduling & Management**
We efficiently **schedule and manage project activities**, optimizing timelines and resource utilization to meet **trial objectives**.
- **Specialized Patient Recruitment Services**
Our team employs **targeted recruitment strategies** to **identify and enroll** the right participants for your trial.
- **Patient Education & Support**
We prioritize **patient education**, offering **resources and guidance** to ensure **participants stay informed and engaged** throughout the study.

Your Trusted Partner for Clinical Trial Success

With our **comprehensive suite of services**, CRK Clinical Research Key stands as your **trusted partner** in **clinical trial management**.



Patient Recruitment

Comprehensive Patient Recruitment & Retention Strategies

At **CRK Clinical Research Key**, we recognize the **vital role of patient recruitment** in the success of **clinical trials**. Our commitment is to help you **achieve your recruitment goals quickly and effectively**, using a **patient-centric approach** that ensures **faster trial timelines, streamlined recruitment, and sustained patient engagement**.

How We Optimize Patient Recruitment & Retention:

- **Subject Pre-Selection & Initial Screening**
Our **Clinical Site Managers and Site Coordinators** conduct **thorough initial screenings**, pre-selecting **suitable participants** to ensure **targeted recruitment from the start**.
- **Ongoing Database Review**
We **regularly assess patient databases** for **newly diagnosed cases**, allowing for **proactive identification and recruitment** of eligible participants.
- **Referral Physician Network Development**
We help **build a network of referring physicians**, **expanding patient recruitment** by targeting **eligible participants from non-trial centers**.
- **Efficient Visit Scheduling**
Our team **coordinates subject visits**, ensuring a **smooth scheduling process** and **minimizing recruitment delays**.



Patient Recruitment

- **Dedicated Patient Engagement & Recruitment Team**
A **specialized team** implements **fully integrated** recruitment campaigns, **tailored to meet the specific needs** of each study.
- **Physician Practice Outreach**
We engage with **healthcare providers** to **build relationships** and **enhance patient referrals**, optimizing recruitment outcomes.
- **Comprehensive Study Protocol Review**
We **analyze study protocols** to **identify potential recruitment challenges** and implement **strategies to address obstacles** at the site level.
- **Retention & Compliance Strategies**
We develop **tools and engagement strategies** to **enhance patient retention and compliance**, ensuring **participants stay engaged** throughout the study.

Driving Patient Recruitment Success

With **proven expertise in patient recruitment and retention**, CRK Clinical Research Key helps **accelerate trial timelines** and **enhance study efficiency** while keeping patients engaged and committed.



Comprehensive Site Management for Clinical Trial Success

Our **site management team** is dedicated to ensuring the **success of your clinical trials** by providing **customized support and oversight** at every stage.

How We Ensure Smooth Trial Execution:

- **Timely Recruitment Delivery**
We **optimize enrollment timelines**, ensuring **on-time recruitment** at **both site and country levels**, maximizing site performance.
- **Clinical Site Liaison**
Our **Clinical Site Managers (CSMs)** serve as the **primary point of contact** for **clinical site teams, Sponsors, and CROs**, facilitating **efficient communication and streamlined operations**.
- **Extensive On-Site Monitoring**
We provide **comprehensive project oversight**, **tracking progress, identifying issues, and addressing challenges promptly** to **keep your trial on schedule**.
- **Risk Management & Issue Escalation**
We implement **proactive risk management strategies** and have **structured issue escalation procedures** to **mitigate risks and prevent disruptions** to your trial.



- **Regular Site Support & Augmentation Meetings**
Our team **conducts regular meetings** with site support and augmentation teams to ensure **alignment and proactive issue resolution**.
- **Comprehensive Training for Site Staff**
Our **site augmentation support team** provides **thorough training** to site staff, ensuring **compliance with protocol requirements and regulatory standards**.
- **Strict Quality Oversight at the Site Level**
We maintain **rigorous quality control**, implementing **measures to uphold data integrity and regulatory compliance** throughout the trial.

Optimizing Site Performance for Trial Success

At **CRK Clinical Research Key**, our **dedicated site management team** ensures that your **clinical trial runs efficiently, stays on track, and delivers high-quality results**.



Study Drug Management

Ensuring the integrity and safety of study drugs is paramount in clinical research. Our comprehensive drug management solutions cover a range of essential services designed to streamline drug handling and administration while maintaining strict compliance with regulatory standards.

Key components of our study drug management services:

- **Drug Re-labelling and Re-packaging:** We facilitate drug re-labelling and re-packaging at clinical sites, ensuring accurate labeling and packaging that comply with study protocols.
- **Drug Preparation under Aseptic Conditions:** Our experienced team performs drug preparation under aseptic conditions for various parenteral administration routes, including intravenous, subcutaneous, intraarticular, intraocular, and intramuscular injections.
- **Drug Dilution for Various Formulations:** We specialize in drug dilution for oral, topical, or parenteral drug formulations, ensuring precise concentrations as required by the study.
- **Local Drug Destruction Services:** Safeguarding against expired or unfit-for-use medications is crucial. We offer local drug destruction services to responsibly dispose of medications that cannot be used.
- **Drug Accountability and Inventory Management:** Maintaining accurate drug accountability and inventory is fundamental to successful clinical trials. Our dedicated team ensures meticulous tracking and on-time monitoring of drug supplies throughout the study, providing you with peace of mind and confidence in your trial's drug management processes.



Clinical Site Supply

Comprehensive Clinical Site Supply Solutions

We provide **integrated supply solutions** to ensure the **efficient and seamless operation** of clinical trial sites. Our **goal** is to **optimize supply chain performance**, ensuring that research sites receive the **essential resources they need**—on time and in full compliance.

Our Clinical Site Supply Services Include:

- **Reliable & Timely Procurement**
We specialize in the **sourcing and procurement** of clinical trial supplies **promptly and efficiently**. From **investigational drugs and medical devices** to **laboratory equipment and consumables**, we ensure sites have access to **quality supplies exactly when they need them**.
- **Customized Supply Solutions**
Every clinical trial has **unique supply requirements**. We collaborate with research sites to **develop tailored supply strategies** that align with **study protocols** and **site-specific needs**.
- **Inventory Management**
Our team actively manages **inventory levels** to **prevent shortages or overstocking**, ensuring a **continuous and efficient supply** to support ongoing research activities.



Clinical Site Supply

- **Quality Assurance**

We prioritize **quality and regulatory compliance** in all aspects of clinical site supply. We partner with **trusted suppliers** and implement **rigorous quality control measures** to uphold the **integrity of study materials and equipment**.

- **Logistics Coordination**

From **shipping and distribution** to **customs clearance and warehousing**, we handle **end-to-end logistics coordination** to ensure a **smooth and timely delivery** of supplies to clinical trial sites **globally**.

Enhancing Research Site Efficiency for Trial Success

Our focus is on **enabling research sites** to operate **efficiently and effectively**, ultimately contributing to the **success of your clinical trials**.



Patient Education & Concierge

Empowering Patients Through Education & Support

At **CRK Clinical Research Key**, we believe that **informed patients are empowered patients**. Our mission is to **enhance the clinical trial experience** by providing **comprehensive education and support** throughout the research journey.

How We Support Patients Throughout the Trial:

- **Ongoing Support:**
Patient education doesn't end at enrollment. We provide **continuous resources and guidance**, addressing **questions, concerns, and updates** throughout the **entire clinical trial process**.
- **Empowering Patients:**
We equip patients with **essential knowledge** about their **condition, treatment options, and the importance of clinical research**. Well-informed patients can **actively participate in healthcare decisions**, leading to better engagement and outcomes.
- **Personalized Patient Support:**
Our **dedicated concierge team** provides **individualized assistance**, including **appointment scheduling, transportation arrangements, and accommodation coordination** when needed.



Patient Education & Concierge

- **Tailored Care Plans:**
We create **customized care plans** for each patient, considering their **preferences, medical needs, and logistical challenges** to make the clinical trial experience as **smooth and stress-free as possible**.
- **Local Expertise for a Comfortable Stay:**
With **local knowledge and connections**, our team can recommend **nearby amenities, restaurants, and attractions**, ensuring that **patients and caregivers feel comfortable and supported** during their participation in the trial.

Advancing Research While Prioritizing Patient Well-Being

By fostering **education, support, and personalized care**, we help **patients feel confident and engaged** in their clinical trial journey. Together, we can **drive medical research forward while ensuring patient well-being and understanding**.



Home Care Services

Expert Home Care Services for Clinical Trials

At **CRK Clinical Research Key**, we recognize the **importance of providing comprehensive and convenient care** for clinical trial participants. Our **dedicated team of clinical trial nurses and physicians** offers **specialized home-based care**, ensuring patients receive the support they need **without disrupting their daily lives**.

How Our Home Care Services Benefit Your Trial:

- **Sample Collection**
Our team performs **accurate and efficient** sample collection, ensuring all specimens are obtained **following protocol requirements**.
- **Intravenous Infusions & Injections**
We provide **expert administration** of intravenous infusions and injections, ensuring **safe and seamless treatment delivery** while minimizing disruptions to patients' routines.
- **Centrifuge Operation**
Our team is trained to **operate centrifuge equipment** for proper sample processing, **maintaining specimen integrity** for analysis.



Home Care Services

- **Observations, Vital Signs, & ECG Monitoring**
We conduct **thorough patient observations**, including **vital sign monitoring and ECG assessments**, providing **valuable study data** for research evaluations.
- **Patient Education**
We prioritize **patient and caregiver education**, ensuring they fully understand the **condition, treatment regimen, and clinical trial process**.

Skilled & Compassionate Home-Based Care

Our **highly trained clinicians** have **extensive experience** caring for **research patients of all ages**, including those with **rare diseases and complex health conditions**.

Whether your study involves **pediatric patients, elderly participants, or individuals with multiple comorbidities**, you can **trust CRK** to provide **expert, compassionate, and patient-centered care**.

Enhance Patient Recruitment, Retention & Satisfaction

Contact us today to learn how our **Home Care Services** can support your **clinical trial success** while improving **patient participation and satisfaction**.