

# Applying Cutting-Edge Technologies to Improve Global Participant Payment Paradigms

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In today's globalized clinical trial landscape, the efficient and effective management of participant payments is essential for ensuring successful study execution and patient satisfaction. However, the complexities of navigating diverse regulatory environments, integrating payment systems, and providing a seamless experience for participants can be challenging for trial teams, often overburdened in trying to manage both clinical activities and administrative ones.

By leveraging direct-to-participant payments, integrated solutions, and local expertise, the right participant payment solution can help sponsors and trial teams navigate complex regulatory landscapes, enhance participant satisfaction, and optimize a clinical program. Truly global solutions combine user-friendly interfaces and flexible payment options with niche regulatory expertise and robust data management to create a framework that can adapt to nearly any country's legal and financial framework.

## A comprehensive global solution for managing participant payments

IQVIA Participant Payments offers clinical trial sponsors and teams solutions and support that can be leveraged in some of the most complex regulatory landscapes. The platform, which can support payments in more than 180 countries, simplifies the participant payment process through direct-to-participant payments, integrated solutions designed for global compliance, and national and local expertise that enables the necessary adaptability to support widespread, diverse trial site networks.

IQVIA's participant-friendly technology offers tools to accommodate a range of participant needs. Some key features include:

- Seamless transactions and multiple payment options in local currencies, enabled by VISA virtual cards
- Intuitive technology accessible through a free smart device or web-based app
- Stipends and micro-payments made available in real-time
- Easy, scan-to-upload receipts for expenses
- Dedicated, multi-lingual support teams for participants
- Site assistance to set up participants without access to app

These solutions, combined with IQVIA's robust security protocols, deep understanding of country-level regulation, and established local partnerships, converge to create a truly global platform poised to streamline any clinical program's payment paradigm. Here are a few country-specific examples of how IQVIA's teams and technology can position clinical programs for success in recruiting and retaining participants through better payment practices:



### Brazil

- **The problems:** Historically complex approval processes, limiting participant compensation laws, and challenges related to integrating international payment systems with local infrastructures all serve to create hurdles for managing participant payments.

- **The solutions:** Strong relationships with Brazil’s regulatory authority, CONEP, and local ethics committees are crucial to enabling participant payment solutions in the country. Also crucial is establishing a strong network of partnerships with local hospitals, research institutions, and CROs.
- **The supporting technologies:** Implementing solutions that leverage Brazil’s advanced banking systems and digital payment platforms can facilitate more streamlined transactions; moreover, integrating these systems with international payment platforms can help ensure compliance with local regulations. Organizations should also look to implement cybersecurity strategies that protect payment data and comply with Brazil’s general data protection law.



## China

- **The problems:** A stringent regulatory environment, lengthy approval processes, tough-to-integrate payment structures, strict anti-bribery, cybersecurity, and data privacy laws can make China a challenge for outside sponsors to crack.
- **The solutions:** As with Brazil (or any country), navigating participant payments in China is made easier by the right partnerships with regulators and research organizations. Additionally, ensuring that payments are structured in ways that adhere to China’s ethical guidelines is crucial to success, and may benefit from access to local legal expertise.
- **The supporting technologies:** By utilizing China’s advanced digital payment platforms like Alipay and WeChat pay, tools widely available and accessible to citizens, trials can facilitate smoother transactions and encourage wider participation. For cybersecurity, complying with China’s laws necessitates secure data storage and robust encryption solutions.



## Bulgaria

- **The problems:** Complex approvals involving the Bulgarian Drug Agency and Central Ethics Committee, strict EU requirements around data handling, cybersecurity concerns, and harsh financial regulation coupled with challenging payment integrations all converge to create hurdles for sponsors looking to locate trials in the country.
- **The solutions:** Local engagement is a must, as are strategies that improve training for clinical trial staff — always an important consideration — and enable adherence to Bulgaria’s strict ethical guidelines, including transparent documentation and participant compensation justification.
- **The supporting technologies:** As with other challenged countries, the key to successful implementation of participant payment systems in Bulgaria comes down to enabling seamless integration with its banking systems and digital payment platforms, as well as implementing cybersecurity protections that comply with EU cybersecurity laws.

## Solutions that support global clinical trial execution

In today’s globalized clinical trial landscape, effective participant payment management is essential for ensuring successful study execution and better patient outcomes. IQVIA Participant Payments offers a comprehensive solution that addresses the challenges associated with managing payments in diverse regulatory environments. With its streamlined, secure, and globally compliant platform, IQVIA Technologies can support greater operational efficiency, reduce site burden, and improve participant satisfaction.