



PATIENT SUPPORT PREFERENCES

WHAT PATIENTS VALUE ABOUT BIOLOGIC
PATIENT SUPPORT PROGRAMS

Results of a Canadian survey

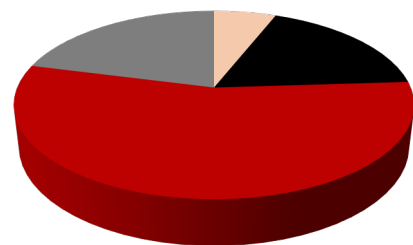
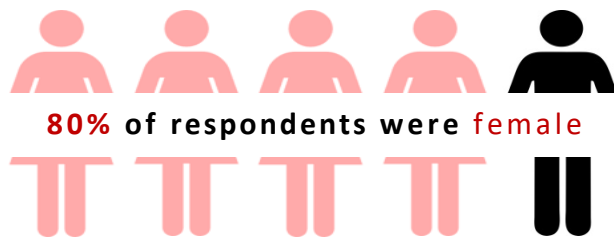
DECEMBER 2019

SURVEY BACKGROUND

Patient Support Programs (PSPs) are pharmaceutical manufacturer-funded initiatives designed to help patients who have been prescribed a particular medication or treatment. The overarching goal of a PSP is to assist patients in navigating the complexities of their disease journey, including but not limited to available insurance coverage of what are often very expensive treatments. The programs exist for biologics for various dermatological diseases including psoriasis, psoriatic arthritis, chronic idiopathic urticaria, and atopic dermatitis, as well as other health conditions. Such diseases can have a devastating impact on quality of life.

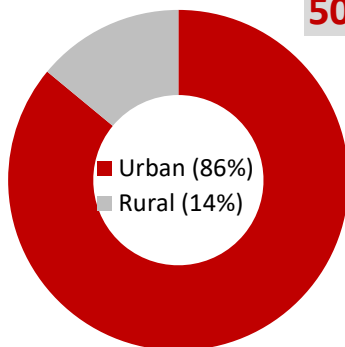
In 2019, the Canadian Skin Patient Alliance conducted an online survey of patients residing in Canada and who formerly or currently take biologics, to better understand their needs and preferences for services and information from PSPs. Given the strong association between patient satisfaction and treatment adherence, it is important to determine whether there are specific offerings that a PSP can provide that would improve health outcomes and quality of life for patients.

SURVEY RESPONDENT DEMOGRAPHICS



18-34 35-44 45-64 65+ years

50 patients completed the survey



BC (11%)	QB (9%)
AB (13%)	NB (6%)
SK (6%)	NS (4%)
MB (4%)	PEI (2%)
ON (41%)	NF (4%)

SURVEY RESULTS

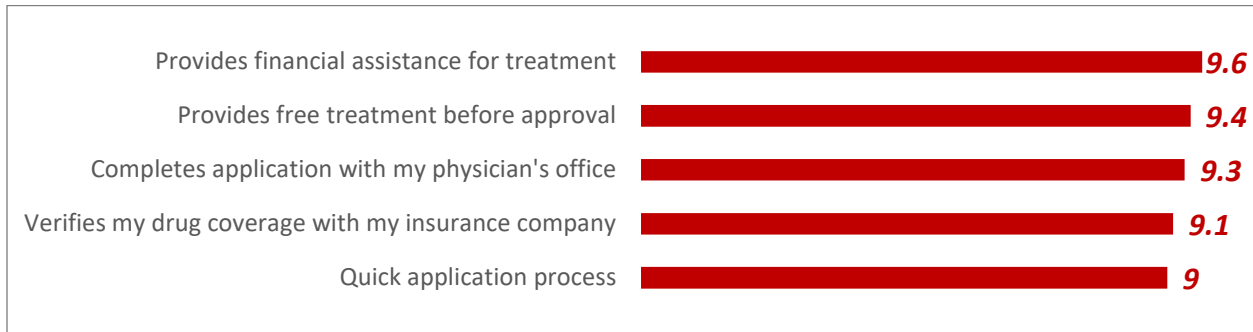
Survey respondents had the following conditions for which they were prescribed a biologic:

- Psoriasis (58%)
- Chronic idiopathic urticaria (8%)
- Ankylosing spondylitis (4%)
- Psoriatic arthritis (40%)
- Hidradenitis suppurativa (6%)
- Inflammatory bowel disease (2%)
- Rheumatoid arthritis (16%)
- Atopic dermatitis (4%)
- Alopecia areata (2%)

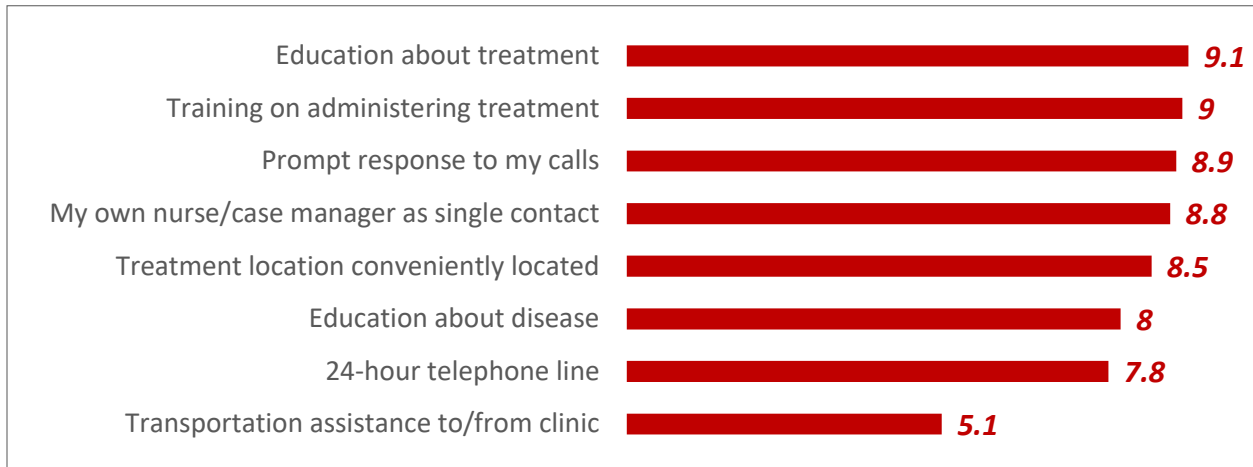
Currently enrolled in PSP	52%
Formerly enrolled in PSP	34%
Never enrolled in PSP	12%

Survey respondents were asked to value PSP-offered services on a scale of **1 (not at all important) to 10 (very important)** at various stages of their health journeys.

SERVICES NEEDED IMMEDIATELY AFTER BEING PRESCRIBED A BIOLOGIC

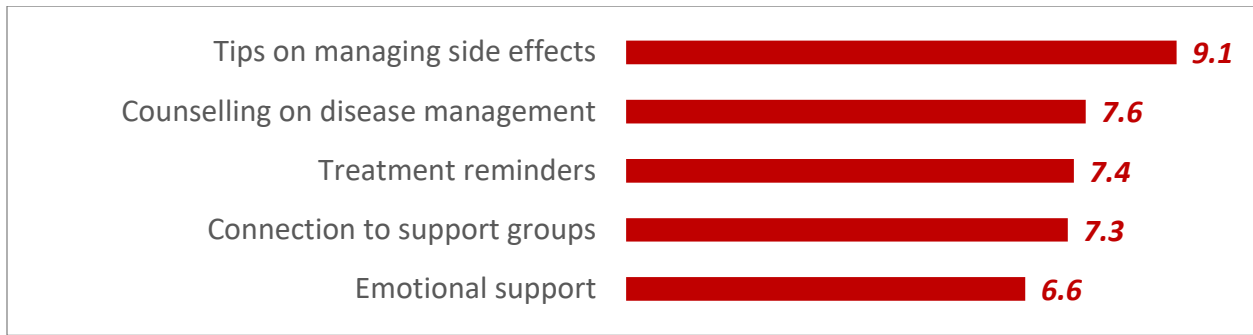


SERVICES NEEDED SOON AFTER PATIENT HAS BEGUN USING A BIOLOGIC



“Better follow-up with a nurse to become aware of what to expect while taking the biologic and how long it may take to be effective and build up in your body.”

SERVICES NEEDED AFTER PATIENT HAS BEEN USING A BIOLOGIC FOR SOME TIME



“Knowing what to expect if a biologic is no longer working and what the next steps may be depending on a person’s health.”

RECOMMENDATIONS

Patients require various supports at different stages of their health journey. When first prescribed a biologic, they are seeking support to ease them through the unfamiliar application and insurance coverage process at a time when they are often overwhelmed by their diagnosis and disease progression. Patients strongly value services that remove the burden of insurance paperwork, provide them with financial support to pay for their expensive and needed medication, and allow for quick access to the treatment they have been prescribed.

“Stick-handling the insurance and giving access to the drugs while waiting for the insurance company to give the green light were the most important services.”

Once the patient has begun using a biologic, they place importance on educational services that help them understand the different aspects of their treatment, as well as teach them how to self-administer (if applicable). It is apparent that during this stage, patients continue to have questions about their condition, treatment and the process for their drug costs to be reimbursed, and they appreciate a single point of contact at the PSP who can provide consistency in case management.

Patients using biologics may experience severe side effects, and balancing treatment benefit and risk can be challenging. Throughout their health journey, patients value information and support on managing and minimizing these effects.

In designing their PSPs, manufacturers should pay careful attention to offering services that simplify the reimbursement process for patients, and empower patients to feel informed about

“Monthly check-ins with a nurse are helpful for people who may not have access in their communities and need reliable answers to their questions and concerns.”

their condition and able to set reasonable expectations about their response to treatment.



The Canadian Association of Psoriasis Patients recognizes the support of our funders in the development of this report.