Bonterra™

CASE STUDY

From 5 days to 5 hours: How Novartis slashed turnaround time for managed access requests

The challenge

In the early days of the pandemic, the Novartis team faced a rapid influx of managed access and compassionate use requests for COVID-19 treatments. The team needed to be able to quickly approve applications and easily ship products to support critically ill patients.

The plan

In partnership with Bonterra, Novartis reviewed their managed access process and identified opportunities to simplify the workflow for maximum efficiency and rapid turnaround. As a result, they created a streamlined, purpose-built workflow to support the COVID-19 treatment requests.

> People are working around the clock. Regardless of when a request comes into our system, there is a medical reviewer available to approve the application and ensure that drugs are routed to patients as fast as possible. Our team is working around the clock and is always available.

— Paul Aliu,
global head of medical governance,
chief medical officer

NOVARTIS

The impact

Novartis built a team of dedicated senior medical associates available to review managed access applications on demand, regardless of the time of day. Together, they partnered with legal teams to improve the contracting process and ensure the patient consent and safety reporting requirements were provided upfront. This prevented back-and-forth communications, reducing review and approval times from five days to less than five hours. The new process also expedited drug shipment, guaranteeing that it occurs within 24 hours of the initial request.

5 hours
application review and approval turnaround time

24 hours
from request to drug shipment

2,500
approvals processed over an eight week period

> The pandemic showed me that in a time of crisis, Novartis is able to rally together and respond. Even as a big organization, we can be agile, cut bureaucracy, be pragmatic, and adopt smart risk-taking.

— Paul Aliu,
global head of medical governance, chief medical officer

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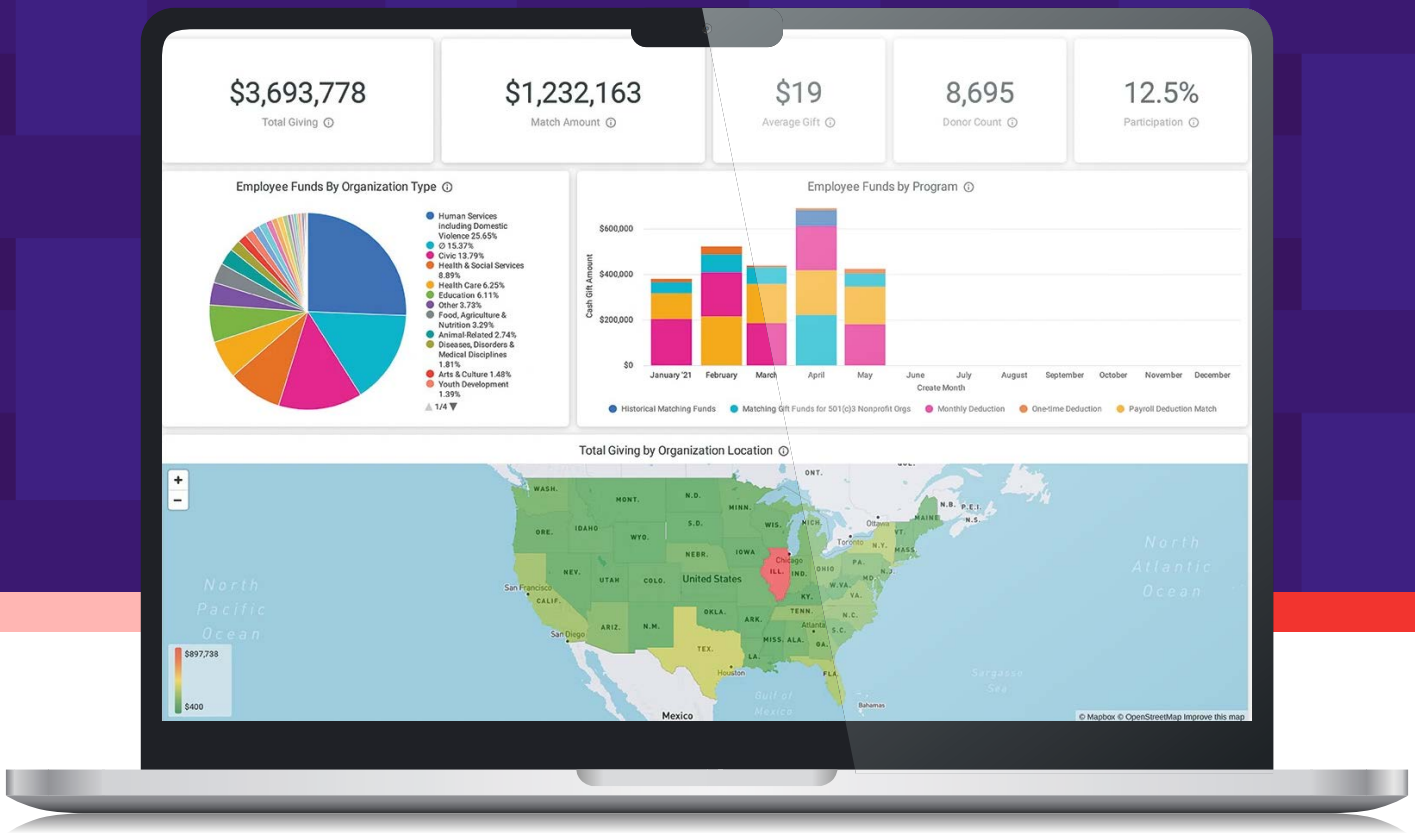
Discover how Bonterra Expanded Access can help your life sciences organization streamline approval workflows, enabling faster access to critical treatments for patients in need.



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