

Checklist:

Supporting study participants



Show empathy

We can all relate to feelings of stress and fear during this uncertain time; though, every person reacts differently during stressful situations. **Check in on study participants even if they do not have an upcoming appointment and apply the CARE method: Concentrate, Attend, Respond, Expand.** Ask how they are coping and feeling about study participation at this time; listen and take time to address their questions.



Be clear about safety

We all know that the health and safety of study participants is of the utmost importance. In order to ensure participant safety, there may be modifications to study protocols. When communicating these changes, explain why the changes were made and how they support participant safety. **Make it evident that their continued safety is your top priority.**



Provide pre-visit support

Help study participants feel comfortable in advance of a necessary face-to-face visit. **Remind them of what you're doing to protect their health and others'.** Provide pre-visit reminders and tips to ensure they are prepared for a stress-free appointment. If visits are moved to alternate locations, provide clear communications around where they are going and what to expect.



Consider loneliness effect

In 2018, nearly half of Americans reported sometimes or always feeling alone. During this time of social distancing and isolation, these feelings of loneliness will increase. People are healthier when they have daily, meaningful in-person interactions. **Engage participants via video calls if possible when checking in or conducting a virtual visit to help establish a personal connection.**



Remember why in-study

Concerns about underlying conditions will certainly be compounded for many participants right now. Be sure to keep sight of these important concerns and provide information to help navigate them. **Discuss their concerns and answer any questions they may have related to managing their condition and safely staying in-study.**



Take time for yourself

Times are stressful and, as study site staff, **you cannot care for participants unless you care for yourselves.** Even small mental breaks count. Take time to meditate, read, talk to a loved one or listen to a song that makes you feel good. Practice physical self-care by using lotion after washing your hands and set aside 10 minutes to stretch.

1. Tripp, D.A. (2010). A model of healthcare empathy practice. Presented at the Annual Pain Day CME Event, Kingston, Ontario, Canada.
2. U.S. Food & Drug Administration. (2020). [FDA Guidance on Conduct of Clinical Trials of Medical Products during COVID-19 Pandemic.](#)
3. Cigna. (2018). [Cigna U.S. Loneliness Index.](#)

DEPUIS 1976 ESTÉ
AVENIRGLOBAL

AXON

cherry

hanover

madano

N|A|T|I|O|N|A|L

padilla

SHIFT