

P R E S E N T A T I O N

A NEW TRANSPORTATION STANDARD FOR PATIENTS AND PARTICIPANTS OF CLINICAL STUDIES

I N R U S S I A , C I S A N D E A S T E R N E U R O P E



ORDINARY CUSTOMER QUESTIONS

1. What phone number to call to order a taxi in other countries?
2. Will the driver be instructed and have information on the rules for transporting patients?
3. How to maintain patient participation in the study?
4. How to transport patients to the clinical visit, who live far from the cities?
5. How to organize a taxi order for patients, pay and control the process in different time zones and countries?
6. How to be sure that the driver will arrive on time at the address, and the patient is taken to the site at the right time?
7. How will the patient be informed about the taxi?
8. Will the driver assist an elderly or disabled patient with getting on and off the vehicle and guide the patient to the site?
9. How will the driver get to the patients in hard-to-reach settlements?
10. How to arrange meals, accommodation, air and train tickets for the patient, or reimburse the patient's or family's personal expenses?
11. How will the personal data of patients be stored and identified in orders?
12. How to protect a patient from the environment and the risk of contracting COVID?
13. How to report on the costs to the Sponsor and not to go beyond the agreed budget?
14. How to ensure the clinical monitors and auditors-quality service in all cities for ground transportation from airports, railway stations, hotels to the sites and back?

**YOU DO NOT HAVE TO THINK ABOUT IT -
RUSTRANSFER TAKES CARE OF EVERYTHING!**



KEY COMPETENCIES

ABOUT COMPANY

Transfer company "Rustransfer" provides services for booking cars without stickers and checkers, and passenger taxis for transfers from airports, train stations, hotels and back, car rental with a driver of any class and type in all cities of Russia and the world.

The history of the business relationship with the CRO began in 2003, when we took a new direction for the organization of ground transportation for monitors of clinical studies in the Siberian region. Since then we have come a long, laborious and interesting way of development, the company's reorganization and improvement of our processes.

We declare with full responsibility that we have brought patient transportation services to a completely new, significantly higher level of service. This is evidenced by numerous positive reviews from pharmaceutical companies, CROs, their managers and monitors, researchers and patients. Over the past period, we have improved the practical skills and experience of training driver crews for the transportation of patients, clinical monitors and auditors "on site auditor" for various types visits to centers.

We are not resting on our laurels and continue to improve our services and technology.





WE WILL TAKE A RESPONSIBLE APPROACH
TO SOLVING YOUR PROBLEMS

COMPANY'S ACTIVITIES

Rustransfer - a company focused on patients and is always cares about their comfort. To ensure comfortable participation of patients in clinical trials, we provide services for organizing travel to and from sites by taxi, hotel accommodation and meals during hospitalization or long visits.

Rustransfer - provides to its clients, including global pharmaceutical companies, global and local CRO - the whole range of fround transportation services at all stages of participation in clinical trials monitors, investigators and auditors.

Rustransfer - provides services for the organization of a taxi for the nurses or doctors, including transportation related materials or products that do not require special conditions of temperature and different regime, to the patient's home and back.



SERVICES

SERVICES FOR PATIENTS



Limited contingent of crews performing services



Early informing with the data of the driver and the vehicle on order: 8 hours before the time of the order in the regions



Instructing the driver before executing the order



A reminder to the patient about the visit in the evening call operator

01



02



04



03



ABOUT WORKING WITH US

ADDITIONAL PATIENT SERVICES



PURCHASE OF AIR TICKETS

We will buy air tickets for patients living far from the site



ORGANIZATION OF HOTEL ACCOMMODATION

We will book a hotel room in case of a long stay on a visit



PROVIDING MEALS DURING THE VISIT

We will deliver food to the patient according to the dietary requirements and doctor's recommendations



REIMBURSEMENT OF PERSONAL EXPENSES TO PATIENTS

Legitimately, within the framework of a tripartite agreement, we reimburse the patients expenses for meal, taxis, purchase air and rail tickets



LOGISTIC SERVICES. COURIER DELIVERY

We will deliver medicines and other related and necessary materials that do not require a special temperature regime directly to the patient at home





S E R V I C E

DELIVERY OF NECESSARY TO THE PATIENT

The possibility of direct delivery of everything necessary to the patient becomes a requirement of sponsors when starting some part of clinical trials. Rustransfer ensures high-quality and proper provision of this service.

Delivery may be made in different embodiments, * depending on the protocol requirements. We will provide delivery from the customs area to the site, or directly to the patient's home, as well as from the site to the patient's home.

As part of the special requirements of the protocol, we will deliver medical products directly to the patient. This will help reduce the number of visits to the site, as well as helping to reduce the overall budget for research and reduce the risk of contact with the external environment.

** Delivery is carried out without observing the temperature regime from address to address or in special thermal containers, if necessary*



SERVICES

TRANSPORTATION BY SPECIALIZED MEDICAL TRANSPORT



Air and r/w transportation of patients



Transportation of bedridden patients



Transportation of wheelchair patients



Long-distance patient transportation

01



02



04



03



SPECIALISTS FOR
CLINICAL TRIALS
AND AUDITORS

SERVICES BUSINESS TRAVEL



AIR TICKETS

Flights to domestic airlines and to all countries of the world from 730 airlines with flexible fares and return conditions. Regular flights of departure and arrival. Quality service.



RAILWAY TICKETS

Railway tickets for trains in all directions. Branded trains of Russian Railways, electric trains, aeroexpress trains, tickets of any class. Selection of places, selection of the best options for arrival and departure.



BOOKING OF HOTELS

Selection of the best hotels according to the specified criteria in Russia, the CIS countries and abroad. Coordination of early check-in and late check-out. All accommodation options.



TRANSFERS AND VEHICLE RENTAL

Any class of cars from "Economy" and "Standard" to "Executive" class in any cities of Russia and the world. We will meet with a sign. We track flights. The best crews will be at your disposal.



S E R V I C E

VISITS TO PATIENTS AT HOME

Organization of home visits for doctors and nurses. A service that makes it possible to participate in the study for patients who are at a great distance from the site, or who do not have the opportunity to visit the site.

This practice will reduce the load on sites and work with a large number of patients. Rustransfer organizes visits to doctors and nurses to the homes of patients and back.





280 MOST IMPORTANT CITIES OF RUSSIA

SERVICE AREA

We are ready to carry out tasks of any complexity for the safe and comfortable transportation of passengers, employees, managers and your guests in all capitals of the regions of Russia and in hundreds of small settlements from 50,000 people. Upon request, we organize taxi and transfer services in any other settlements that are not served by us as soon as possible. In large cities of Russia, we have several local accredited providers of ground transportation services under direct contracts without intermediaries.



Cities and towns



Local accredited providers



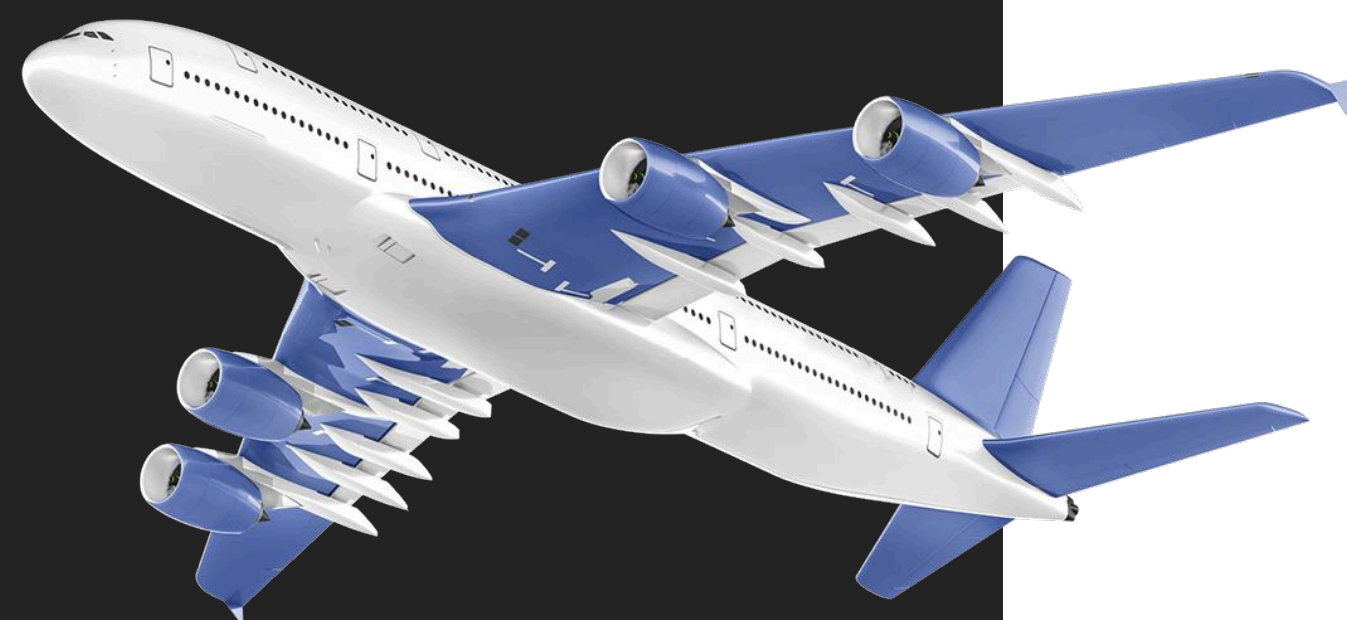
Territories and regions of Russia

IN 120 COUNTRIES

650 AIRPORTS

We will provide ground transportation services or car rental with a driver in any cities of the world, both between cities in the country and within the settlements of these countries.

Operators and personal managers 24/7 will promptly help with the provision of services in any city in the world in Russian, English and other foreign languages.



NETWORK INTERNATIONAL SUPPLIERS



ASIA



NORTH AMERICA



SOUTH AMERICA



AFRICA



AUSTRALIA





SERVICES

INFORMATION SUPPLY AND SERVICE TO PATIENTS



MAINTENANCE

The driver will help to accompany the patient with disabilities in movement to the doctor's office and back, and will wait for the patient according to the requirements for the order as needed



CONTROLLING THE ARRIVAL OF THE VEHICLE ON TIME

We will bring the patient to the SITE strictly on time



SERVICE

We will invite the patient to the car by calling of the driver or by the operator of Rustransfer



NOTIFICATIONS

We will send SMS to the patient about the appointment of the crew:
in 12 hours in the regions of Russia,
in 1 hour in Moscow and St. Petersburg,
in 6 hours in other countries



WARNINGS

The operator will inform the patient about the upcoming visit to the site in the evening by phone



SOLVING NON-STANDARD SITUATIONS

We will immediately inform the doctor about the failure to call the patient or any unforeseen problems.



SERVICES

INFORMATION SUPPLY AND SERVICE TO CLINICAL MONITORS AND AUDITORS



ASSISTANCE

The driver will help with the transportation and loading of luggage into the car



RELIABILITY

Guaranteed to meet at the airport or train station with a sign, take the patient to the hotel or to the address



CHECK

We will track the arrival of flights and the arrival of trains



INCORPORATION COST CENTERS

We will take into account the centers of finance according to 9 parameters:
Study ID, Site #, Patient #, Investigator's Phone, Investigator's Name, Monitor, Monitor's Phone, Purpose of the visit.



ASSIGNING

We will send SMS about the assigning of the crew:
in 12 hours in the regions of Russia,
in 1 hour in Moscow and St. Petersburg,
in 6 hours in other countries



SUBMISSION

We will check the timely submission, and will submit in advance a car



U N D E R Q U A R A N T I N E

SECURITY MEASURES

All vehicles are provided with antiseptic and protective medical masks. Antiseptics are used for:

- regular (after each trip) treatment of vehicle surfaces that may come into contact during transportation
- processing the hands of the driver and passengers

According to special instructions, the driver must wear a protective mask. The driver is obliged to offer a face shield and hand sanitizer to the patient and other passengers in the vehicle.



Clinical Trials Patient Transport
Standard

Download in .PDF, 559 Kb



GUARANTEES

GUARANTEES AND QUALITY OF SERVICES



Rustransfer has successfully implemented the SLA (Service Level Agreement) - quality standards system as an agreed level of quality in the provision of ground transportation services for clients and local suppliers.

Transport carried out in strict accordance with the requirements of Russian legislation and international standards applicable in the countries of service. Drivers are instructed, examined and know all the nuances and importance of quality service.



Instructions for drivers and actions in
case of adverse medical events
among passengers

Download in .PDF, 573 Kb



Instructions for dispatchers and
representatives of trucking
companies on actions in case of
adverse medical events among
passengers

Download in .PDF, 469 Kb



ON REQUEST

COST AND PAYMENT FOR SERVICES

The cost of services is provided upon request, as it may depend on many factors and inclusion in the research protocol of different services in different regions and countries.

Payment is made on the basis of a contract in Russian for Russian residents, and Russian-English for non-residents of Russia, and invoice and certificate of completion in accordance with the Russian

Payment period 2 times a month.





WORKING WITH US YOUR BENEFITS



HOUR SUPPORT SERVICE

We provide customer support in Russian and English around a clock



QUALITY STANDARDS SLA COMPLIANCE

We provide a standardized comfort and safety for all participants in clinical trials



THE PRINCIPLE OF "ONE WINDOW"

A single supplier in any city in Russia, the CIS and abroad



INSTANT ORDER PROCESSING

Fast speed of organizing business travel services



QUALIFIED EMPLOYEES

A team of professional specialists



WE FOLLOW YOUR TRAVEL POLICY

We take into account all the nuances and adjust all business processes

WE IMPLEMENT A FUTURE GLOBALLY

WE INVITE TO COOPERATION

Dear representatives of pharmaceutical companies and CROs, leading clinical trials in Russia, CIS countries and Eastern Europe, interested in providing research participants with guaranteed fulfillment of obligations for ground transportation service and providing other related services - we invite you to cooperate and conclude an extended agreement on the terms of our financial and reputational responsibility.

We invite you to actually evaluate the convenience and benefits of working with our company as the main (alternative) supplier (vendor) for your company. Taking into account the temporary difficulties arising from regular transport links in certain areas and difficulties with the independent movement of patients within the framework of the protocols according to which we currently do not have a contract, we propose to use the accelerated procedure for inclusion in the process of patient transportation using such protocols.



AROUND 120 COUNTRIES

HOW TO START?

Call or email us your request - we will be happy to answer any questions and tell you more about interaction and advise on methods of work



SEND US REQUEST

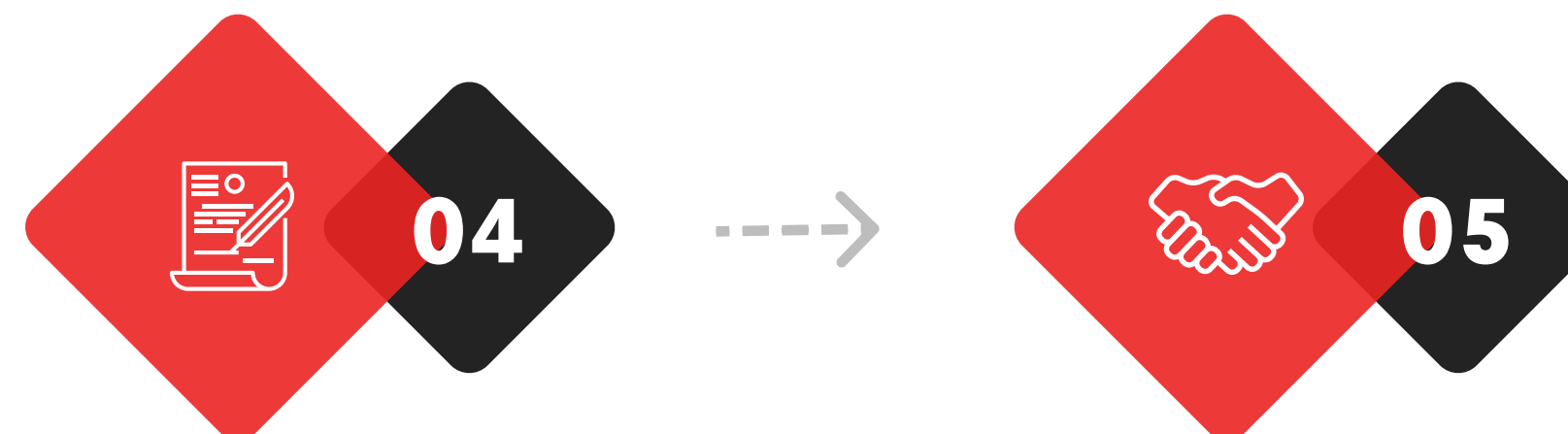
The specialist will send you a corporate offer

EVALUATE PROPOSALS

Read the terms of the contract and the order of service

AGREE TERMS

We will carry out the necessary consultations on adaptation in work



CONCLUDE AGREEMENT

We will exchange scans and originals of the contract

GETTING STARTED TO WORK

Enjoy working with us!





CONTACT US

CONTACTS



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