

# Creative Explainer eLearning

## Description:

This eLearning shares an overview and the guiding principles of a leading pharmaceutical's Patient Support Program and the Standard of Practice to which it adheres. It also reviews workflow processes and shares guidance and best practices.

## Concept & Reaction:

This is dry content and to make the course engaging, I designed and wrote it to feel like a news program with reporters in the field sharing information to the anchor and guests answering questions in the studio. The final course had custom graphics and motion animation and was built in Storyline and After Effects. It was a very well-received course by the client, and we were able to win new business because of its success.

Estimated duration: 12 min.

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## 0101: Introduction

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0101-005			Pharma Company logo and music fade onscreen After Effects
0101-010	Good afternoon. I'm Bill Jones with a special report that will take us behind the scenes of the Standard Operating Procedures of Pharma Company's Patient Support Programs. Let's go immediately to our reporter in the field. Susan?		Anchorman sitting behind news desk. News call letters on the front of the anchor desk (like NBC) are <b>eLRN</b>  Play some news-like opening music (if possible)
0101-015	[Susan] Thank you, Bill. I'm in Los Angeles with John. He is getting some help sorting out his copay information for a new treatment.		Audio: Background street noise Setting is LA Susan is watching John from outside a window Show John in wheelchair at home on the phone. Show someone from a call center on the phone with him maybe in a caption bubble. Shift to another place on the globe: Paris, France
0101-020	[Susan] Now I'm here in Paris, where Sylvie is heading in to get an infusion.		Show young French woman outside a hospital. Show the Eiffel Tower Ambient city noise Susan is in front of a café or shop Shift globe again to new country: India
0101-025	Here in Mumbai, Rupi is starting a new medication. Her visiting nurse provides education and answers her questions. ... Back to you, Bill.		Indian woman at home with visiting nurse. They are looking at a pamphlet and the nurse holds a bottle of meds. Show Susan in room.
0101-030	[Bill] Thank you, Susan. Every day, people like John, Sylvie, and Rupi receive much-needed support and services all over the world.		Bill behind anchor desk in studio

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0101-035	What ties them all together? Their enrollment in the Pharma Company's Patient Support Program, or PSP, to help them access and adhere to their medications and treatment.		Same  Transition to Storyline after this slate
0101-040	[Bill] Welcome to the Patient Support Program Standard Operating Procedure eLearning.		Title Slide Storyline
0101-045			Course navigation overlay Show Transcript and Glossary buttons
0101-050	[Bill] Today, we will learn about PSPs and bring in some experts to help you understand the Standard Operating Procedures that serve as a foundation for those programs.		Graphic: Bill in studio
0101-055	Executing these programs compliantly is what enables Pharmaceutical Company to make a difference for the patients in need.		Graphic: Bill in studio
0101-060	By the end of this program, you will be able to: <ul style="list-style-type: none"> <li>Define the purpose of our PSPs and the services they offer,</li> <li>Describe at a high-level the basic elements of the Standard Operating Procedures for PSPs,</li> <li>Identify the three guiding principles and general requirements for our PSPs, and</li> <li>Describe some best practices.</li> </ul>	Course Objectives: <ul style="list-style-type: none"> <li>Define the purpose of our PSPs and the services they offer</li> <li>Describe the basic elements of our SOP for PSPs at a high level</li> <li>Identify the three guiding principles for PSPs and general requirements</li> <li>Describe applicable best practices</li> </ul>	Large screen behind anchorman showing the bullets, which can fly off after VO  [Pan over to guy holding cue cards who smiles awkwardly. Put OST on the cue card when we pan over]
0101-065	First, we'll give you an overview of PSPs and its related SOP.		Anchorman

## 0201: Overview of SOP

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0201-005			Title slide Storyline
0201-010	<p>[Bill] Here with me is Maria Fairgate, the Worldwide Director of Patient Support Programs for Pharma Company.</p> <p>Welcome, Maria. Tell us about these programs.</p>		<p>After Effects</p> <p>Scene: Studio, Bill and Maria at table with mugs near each and they periodically take sips.</p> <p>Maria (long dark wavy/curly hair and glasses ☺) at a table (which has replaced anchor desk)</p> <p>Zoomed out</p>
0201-015	<p>[Maria] Thank you. Helping patients is at the heart of our work at Pharma Company. And it is the north star for our PSPs.</p>		Maria and Bill face each other
0201-020	<p>[Bill] Our studio audience today includes people who meet your patients' needs, through the development, review, approval, and/or administration of PSPs.</p>		Bill turns to look into the camera, addressing viewers
0201-025	<p>[Bill] So, what is a PSP?</p>		Zoom out and anchorman speaks
0201-030	<p>[Maria] Put simply, our PSPs offer patient support for their treatment of a disease through either assistance with medication access, financially or otherwise, support administering the prescribed medications, education on all facets of their treatments, and many other kinds of programs.</p>		<p>Show patients onscreen behind the table with screen in thirds:</p> <p>Now fly in John picking up medication at the pharmacy</p> <p>Fly in Sylvie receiving an injection</p> <p>Fly onscreen a patient and nurse (Rupi) reviewing the pamphlet</p>
0201-035	<p>[Bill] That sounds very wide-ranging. How do you hold it all together?</p>		Zoom in on Bill and Maria
0201-040	<p>[Maria] Having a framework and strong guidelines in place are critical to success. That's</p>	SOP provides framework and strong guidelines for PSPs	At table Maria speaking

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	the purpose of the overarching SOP: to help local markets own this process accurately, efficiently and compliantly.		Bill takes a sip from mug OST onscreen
0201-045	[Maria] For example, one way the SOP helps is by giving guidance on what services that provide patient support are “in scope”.		Graphic: Sylvie, Rupl, John on screen in background
0201-050	[Bill] Yes, I believe our reporter in the field has some additional examples. Susan...		Maria and Bill turn their heads to look at screen behind them
0201-055	[Susan] Thanks, Bill. First, it's important to understand that what is in scope in P-S-Ps centers around three main areas of service: administrative and testing support, assistance receiving and/or adhering to the prescribed treatment, and free product support.	Areas of Service: <ul style="list-style-type: none"> <li>• Administrative and testing support</li> <li>• Assistance receiving support</li> <li>• Adhering to prescribed treatment and free product support</li> </ul>	Susan in Los Angeles outside of John's house actually looking into the camera.
0201-055	For example, some access/adherence assistance may include reimbursement services, copay programs, and even technology like wearables. For example, John just received a wearable heart monitor through his PSP, which is pretty cool.	PSPs May Provide Access/Adherence assistance for: <ul style="list-style-type: none"> <li>• Reimbursement services</li> <li>• Copay programs</li> <li>• Free goods and starter packs, App-based programs and wearables</li> </ul>	Camera changes focus and Susan is looking at John through a window as he is fitted for a heart monitor wearable by a nurse. Add OST
0201-060	PSPs may also provide drug administration and testing support, like infusion services, diagnostic and lab testing. Pharma Company may also provide travel and lodging services for patients, if necessary and appropriate. This is all based on the design of the PSP and applicable business rules.	PSPs may also provide administrative testing support, from lab testing and infusions, to travel services	Graphic: Show Sylvie in a clinic receiving an infusion from an IV Reporter Susan is behind a curtain partition
0201-065	Depending on the PSP Educational support may also be included. As you can see, Rupl's nurse is helping her	Educational support may be included in some PSPs. Our company provides that through: <ul style="list-style-type: none"> <li>• Nurse educators</li> </ul>	Graphic: Show Rupl and nurse looking at an app on Rupl's phone

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	navigate a new health education app on her phone. Back to you, Bill.	<ul style="list-style-type: none"> <li>Apps</li> <li>Disease adherence education</li> <li>Financial information</li> </ul>	Reporter Susan is standing against the wall with a picture frame around her head
0201-070	[Bill] Thank you, Susan. Now, Maria, you provide a lot of patient services through your PSPs.		Back in studio Bill and Maria at table
0201-075	[Maria] We sure do. That said, there are other services and programs offered by our company that are not PSPs, but may be covered by other policies within the company.		Studio – note is on screen in background
0201-080	[Maria] For example, free bulk goods provided through Corporate Giving or Sponsorship and Pre-Approval Access programs are covered by other company SOPs.	What is out of scope: <ul style="list-style-type: none"> <li>Items covered by other programs</li> <li>Bulk free goods</li> </ul>	Studio Maria talking to Bill
0201-085	[Bill] Thank you, Maria. Please stay in the studio so we can bring you back on later.		Maria waves bye

## 0301: Guiding Principles – Principle One: Purpose

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0301-005			Title Slide Storyline
0301-010	[Bill] Now let's dig into some of the legal issues. Joining me now is Brent Mason, counsel for Pharma Company. What can you tell us, Brent?		After Effects Studio: Bill and a black male lawyer now seated in chairs across from each other. No anchor desk. Screen behind them.
0301-015	[Brent] Hi, Bill. Thanks for having me. In addition to what Maria said about patient support, you can also think of PSPs as our company providing certain limited services to healthcare	Purpose: Pharma Company provides certain limited services to patients, HCPs, caregivers, and/or Healthcare Organizations <b>to support patients in obtaining,</b>	Bill faces Brent who is talking. OST onscreen behind them

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	providers, or HCPs, and/or Healthcare Organizations, to support patients in obtaining, adhering to, and/or administering medicines.	<b>adhering to, and/or administering medicines.</b>	
0301-017	[Brent] And because we provide these services and goods, it is critical that we mitigate against potential risks like patient and HCP inducement.		Focus on Brent
0301-020	[Brent] We do this in several ways, like ensuring that we do not pay for services if they are a normal service provided by HCPs or other organizations, like insurance companies, in the U.S.  We also do not incentivize anyone to enroll or treat a patient in one of our PSPs.		Zoom back out to show both Brent and Bill
0301-025	[Bill] We received some email questions from viewers. I will ask a question and you tell me if it is allowed under your general requirements. Ready?  Can you use PSPs to facilitate access to medicine?	[Title] General Requirements  Use PSPs to facilitate access to medicine	Graphics: Bill holds up some cards that he will read from  OST onscreen behind desk
0301-030	[Brent] That's why we do this. Yes!	✓ Use PSPs to facilitate access to medicine	Add checkmark, OST flies off
0301-035	[Bill] Is it OK to use PSPs to gain access, influence or, build relationships with HCPs or Healthcare organizations?	Use PSPs to gain access, influence or build relationships with HCPs or HCOs	New OST flies on
0301-040	[Brent] Absolutely not!  [Add this answer CC to question CC on 035 above]	x Use PSPs to gain access or build relationships with HCPs or HCOs	Add x. Audio: buzzer noise after VO OST flies off
0301-045	[Bill] Moving on. Are all clinical decisions, including the selection of appropriate medicines, the sole	All clinical decisions, including the selection of appropriate medicines, are the	New OST flies on

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	responsibility of the Program Owner?	sole responsibility of the Program Owner	
0301-050	<p>[Brent] No, that is incorrect. The treating HCP is responsible for making all clinical decisions, including medication selection.</p> <p>[Add this answer CC to question CC on 045 above]</p>	<p>× All clinical decisions, including the selection of appropriate medicines, are the responsibility of the Program Owner</p>	<p>Add x</p> <p>Audio: buzzer noise after VO</p> <p>OST flies off</p>
0301-065	[Bill] And lastly, Does Pharma Company offer benefits or anything of value to an HCP or HCO in exchange for their referral of a patient to a PSP?	Offer benefits or anything of value to an HCP or HCO in exchange for their enrollment of a patient to a PSP	New OST flies on
0301-070	<p>[Brent] [Laughs] Come on, Bill. That is a solid no.</p> <p>[Add this answer CC to question CC on 065 above]</p>	<p>× Offer any benefit or anything of value to an HCP or HCO in exchange for their participation in a PSP, enrollment or referral of a patient to the PSP or prescription of our product</p>	<p>Add x.</p> <p>Audio: buzzer sound</p> <p>OST flies off</p>
0301-075	[Bill] Well, there you have it, folks. For a full list of the general requirements, refer to our helpful resources at the end of the program.	Full list of general requirements available in resource package at end of program	Graphic: Bill holds up his cards again.
0301-080	[Brent] One resource I'd like to mention quickly is our Policy Portal webpage. This is a great resource with full details on the SOP, and other related documents, supporting materials, templates, and training resources.	Policy Portal Webpage	Show homepage of Policy Portal webpage onscreen. Zoom into it.
0301-085	[Bill] Sounds great. Do not go anywhere, Brent. Up next: principle two.		



## 0401: Principle Two: Approval, Review & Documentation of PSPs

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0401-005			Title Slide Storyline
0401-010	[Bill] Let's talk about Principle two: the approval, review and documentation of PSPs.	Principle Two: Approval, Review & Documentation of PSPs	After Effects Bill and Brent still in their chairs with screen in studio Bill holds notebook on his lap
0401-015	[Bill] Is it true that you review every PSP proposal around the world?  [Combined CC with above slate 010]		Bill and Brent face each other
0401-020	[Brent] Not me, personally, Bill. But yes, every PSP proposal is reviewed by various Subject Matter Experts in local markets and sometimes in our corporate headquarters.  [SPLIT CC]  To ensure we run our programs at the highest levels of compliance and integrity, we must carefully review and document each PSP proposal and third-party vendor. To do this, we engage a matrix of relevant stakeholders.		Same Show global connections on screen behind them  Brent raises one arm overhead with VO about highest levels of compliance
0401-025	[Brent] It starts with a project brief which provides a better understanding of the program to the reviewers and approvers of that PSP. This is now a required document for all PSPs.	Project Brief Template Is Required	
0401-030	[Bill] That sounds like a lot of people involved in the		Bill looks at Brent

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	process. So, who makes the final decision?		
0401-035	<p>[Brent] PSPs are reviewed and approved by the General Manager or Country Lead. But we do seek advice from a comprehensive group of experts as needed, including:</p> <ul style="list-style-type: none"> <li>• Commercial Law and Compliance,</li> <li>• Pricing,</li> <li>• Medical,</li> <li>• Worldwide Patient Safety,</li> <li>• Finance,</li> <li>• Market Access, and</li> <li>• Strategic Sourcing and Global Procurement.</li> </ul>	<p>Advice must be obtained from:</p> <ul style="list-style-type: none"> <li>• Commercial Law and Compliance</li> <li>• Medical</li> <li>• Worldwide Patient Safety</li> <li>• Finance</li> <li>• Market Access</li> <li>• Global Procurement</li> </ul>	OST appears onscreen with VO
0401-040	<p>[Brent] We also work with third-party vendors; however, they must be carefully chosen because they must have the capability to do the work and the experience to do it compliantly.</p> <p>And they are required to take specific training before working with our PSPs, including AE training. But each PSP Owner should think through whether their specific vendor also needs training on anti-bribery, disease state and/or other PSP program training.</p>	<p>Third-party due diligence:</p> <p>Pharma Company selects vendors with <b>capability</b> and <b>experience</b> to do work <b>compliantly</b></p>	New OST on screen behind two men
0401-045	[Bill] What if there's disagreement among the group about a program and its viability?		Bill and Brent
0401-050	[Brent] That happens. So, we developed an escalation process to follow when there is confusion or disagreement about whether a program should be considered or continue as a PSP.	Escalation Workflow	<p>Graphic: Escalation workflow comes onscreen</p> <p>Brent points to the screen</p>
0401-055	[Brent] Escalation of risk decisions follows the DAI	Regional Decisions, Global Oversight	New OST

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	formula to ensure decisions are raised and handled at the appropriate level. So local or regional level decisions with global oversight when needed.		
0401-060	[Bill] That raises another question. Do you review existing PSPs?		Bill looks at his notebook
0401-065	[Brent] Absolutely. PSPs must be reviewed every two years to make sure that one, there is still a need for that PSP, and two, that it continues to address that need. In addition, we review PSPs whenever there are changes in the market that impact the core services of a PSP.	<ul style="list-style-type: none"> <li>• PSPs reviewed every two years for viability and feasibility</li> <li>• Reviewed if changes to the market impacts core services of a PSP</li> </ul>	<p>Bill and Brent facing each other</p> <p>Brent raises one finger when VO says one, then another at two (if these characters even have fingers)</p> <p>OST on screen behind in sync with VO</p>
0401-070	[Bill] It sounds like you are reviewing PSPs day and night.		
0401-075	[Brent, laughs] Not quite. But every market, service provider, and PSP activity are unique. We must be certain the service provider's controls and training capabilities are fully compliant with our requirements.		Brent and Bill facing each other
0401-080	[Bill] End to end, how long does it take to get a new PSP up and running?		Animate Bill raising one hand and then the other to signify end to end
0401-085	[Brent] Great question! It really varies. From program ideation through launch, it could take several weeks to several months, depending on the complexity of the program. And that is without factoring in any potential delays.	New Program Launch Timeline	OST onscreen in a timeline format
0401-090	[Bill] How do you manage all the moving pieces?		Men chatting
0401-095	[Brent] We constantly monitor the contracts with service providers and the financials of existing PSPs to ensure	Constant monitoring of contracts with service providers and financials	Chatting OST

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	payment for those services provided are legitimate and at the agreed upon amounts.		
0401-100	[Brent] We also have a PSP Checklist, to help key stakeholders in each market. It's shown here onscreen and available in the resources.	PSP checklist	Graphic: PSP checklist
0401-105	[Bill] That was a lot of good information. Thanks for joining us today, Brent.		Graphic: Animate two men shaking hands
0401-110	[Brent] Of course! And, I brought you a Pharma Company t-shirt for having me on the show.		Brent holds up t-shirt
0401-115	[Bill] What about your anti-bribery SOP?		same
0401-120	[Brent, smiles] That is the correct response! I've taught you well.		Brent smiles, hides shirt and waves bye
0401-125	[Bill] Next up, Maria rejoins us to discuss Patient Privacy, Enrollment and Safety.		Same

## 0501 : Principle 3: Patient Privacy, Enrollment & Safety

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0501-005			Title Slide Storyline
0501-010	[Bill] Welcome back, Maria. Let's talk about the third principle.		AfterEffects Graphic: Bill and Maria at a table with screen behind it. Mugs are back
0501-015	[Bill] Patient privacy, enrollment and safety issues.		
0501-020	[Maria] Thanks, Bill. This is an extremely important part of our programs because it's all about protecting the patients,		Maria gesturing with hands

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	their privacy, and their private data.		
0501-025	<p>[Maria] We have separate SOPs for patient data protection and privacy, and a separate one for handling AEs, shown here onscreen.</p> <p>All our viewers must review and understand these S-O-Ps, and additional ones. And we recommend anyone involved in PSPs talk to their commercial legal and compliance partner about these.</p>	<p><b>Required SOP Reading:</b>  SOP on Data Protection and Privacy  SOP on Reporting Safety Information and Product Quality Complaints</p>	Show OST on screen
0501-030	[Bill] How do you manage that with third-party service providers?		Focus on Bill and Maria
0501-035	[Maria] We have an SOP for that, too! [laughs] First, we have strong privacy practices related to patient data collection, and personal patient information must only be used for the purpose for which it was obtained.	Contracts and Transactions with External Parties	<p>Add new OST onscreen</p> <p>Onscreen: show data collection and storage</p>
0501-040	<p>[Maria] Any agreement with a third party must include provisions about how to obtain appropriate patient consent and compliance with privacy laws.</p> <p>And enrollment forms must include all necessary language backed by applicable laws, regulations and guidelines to secure patient personal information.</p>		Onscreen: show patient signing contract
0501-045	[Bill] And patient consent?		Graphic: same
0501-050	<p>[Maria] Right from the start.</p> <p>In many instances, we require documentation of patient consent to participate or enroll in a PSP, consistent with local regulations.</p>		Graphic: still zoomed in to same area. But now circle F. 2

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	We keep compliance front and center in the decisions we make here.		
0501-060	[Bill] Brent just tried to give me a shirt.		Bill looking at Maria
0501-065	[Maria] ...That was a test. You passed!		Maria faces camera and smiles and gives a thumbs up
0501-070	[Bill] What if a patient, say Sylvie, wants to quit the program. Is that allowed?		Graphic: Show Sylvie onscreen in background
0501-075	[Maria] Of course. Patients can withdraw from a PSP at any time. And in fact, patient materials must include clear instructions on how to withdraw from the PSP.		Graphic of a portion of SOP Animate circling F. 3
0501-080	[Bill] OK. Walk me through the Global Process Model.		
0501-085	[Maria] It's a global process that PSP Owners and/or Coordinators should adhere to. In addition, there are multiple interdependent SOPs a PSP Owner or Coordinator should read and understand.		Graphic: zoom into screen to show Global Process Model workflow
0501-090	[Maria] Each third-party PSP vendor is responsible for ensuring accurate and timely reporting of safety and quality complaints with active PSPs and in accordance with an S-O-P. The PSP Owner or Coordinator should ensure their PSP vendor is not only aware but adheres to this requirement		Graphic: Same Zoom in on graphic
0501-095	[Bill] Maria, it has been a pleasure.		Graphic: Maria waving bye Zoom in on Bill
0501-100	[Bill] Viewers, get ready for a quick knowledge check and then we'll be back with some great resources.	Knowledge Check	Zoom into screen Switch to Storyline

## 0601: Knowledge Check

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0601-005			Title Slide Storyline
0601-010		Welcome to the Knowledge Check. Read each question and select the best answer. Then click submit. If you answer incorrectly, you will get two additional tries before moving on.	Graphic: Question mark or KC icon
0601-015		<ol style="list-style-type: none"> <li>What patient service is <b>NOT</b> included in a Pharma Company PSP? <ol style="list-style-type: none"> <li>Infusion Services</li> <li>Home nurse visits</li> <li>Travel and lodging for treatment</li> <li>Incentives to remain in the program</li> </ol> </li> </ol>	<p>Interactive</p> <p>Build note: Gate each question so that a user gets 2-3 (?) tries before they receive the correct feedback and proceed to next question.</p> <p>Hotspots: radio buttons</p> <p>Submit button</p> <p><b>Correct answer: d:</b> Incentives to remain in the program</p> <p><b>Incorrect answer feedback:</b> That is incorrect. Please try again.</p> <p><b>Correct answer feedback:</b> PSPs provide a wide range of patient services for access to medication, education, medical services, including lab and diagnostic testing and infusions. But we never provide incentive to any party regarding recommendation, enrollment, or disenrollment in a PSP.</p>
0601-020		<ol style="list-style-type: none"> <li>Which is considered a general requirement of a PSP? <ol style="list-style-type: none"> <li>HCPs and HCOs can never be incentivized</li> </ol> </li> </ol>	<p>Hotspots: radio buttons, submit button</p> <p><b>Correct answer: D</b></p> <p><b>Incorrect feedback:</b></p>

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
		<p>to enroll patients in PSPs</p> <p>b) PSPs must comply with all applicable legal, regulatory, and local industry code requirement, no matter which market they are in</p> <p>c) The treating HCP makes all clinical decisions, including medication selection</p> <p>d) All the above</p>	<p>That is incorrect. Please try again.</p> <p><b>Correct answer feedback:</b> These three requirements are essential to compliance and minimizing potential risk.</p>
0601-025		<p>3. True or False: A PSP owner/coordinator can launch a PSP without seeking advice from any other party.</p> <p>a) True</p> <p>b) False</p>	<p>Hotspots: radio buttons, submit button</p> <p><b>Correct Answer: False</b></p> <p><b>Incorrect answer feedback:</b> That is incorrect. Please try again.</p> <p><b>Correct answer feedback:</b> General Managers or Country Leads do approve PSPs. But advice must be obtained from a consortium of roles, including Commercial Law and Compliance, Medical, WW Patient Safety, Finance, Market Access, and Global Procurement, and any other applicable function.</p>
0601-030		<p>4. Existing PSPs are officially reviewed how often?</p> <p>a) Annually</p> <p>b) Every six months</p> <p>c) Never</p> <p>d) Every two years</p>	<p>Hotspots: radio buttons, submit button</p> <p><b>Correct answer: d- Every two years</b></p> <p><b>Incorrect answer feedback:</b> That is incorrect. Please try again.</p> <p><b>Correct answer feedback:</b> PSPs must be reviewed every two years to make sure that the need still exists for</p>



Line No.	Voiceover	Onscreen Text	Visuals/Graphics
			that PSP, and it continues to address that need. In addition, we review PSPs whenever there are changes in the market that impact the core services of a PSP.
0601-035		<p>5. True or False: Once a patient is enrolled in a PSP, they cannot opt out.</p> <p>a) True b) False</p>	<p>Hotspots: radio buttons, submit button</p> <p><b>Correct Answer: False</b> <b>Incorrect answer feedback:</b> That is incorrect. Please try again.</p> <p><b>Correct answer feedback:</b> Patients can disenroll from a PSP at any time. There is no requirement for them to remain in a program. Patient materials must include clear instructions on how to withdraw from the PSP.</p>
0601-040		Congratulations! You have completed the Knowledge Check. Click next to continue.	

## 0701: Wrap Up

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
0701-005			Title Slide Storyline
0701-010	[Bill]. We hope you have enjoyed this program.		Storyline Bill at his anchor desk Screen behind him
0701-015	<p>We'd like to leave you with some Best Practices.</p> <ul style="list-style-type: none"> <li>Market SMEs collaborate to <b>determine collectively</b> if a program is a viable PSP,</li> </ul>	<p><b>Global Best Practices</b></p> <ul style="list-style-type: none"> <li>Market SMEs collaborate to <b>determine collectively</b> if a program is a viable PSP</li> <li>Engage PSP <b>Global Process Owner</b> as needed</li> </ul>	Zoom in on Screen

Line No.	Voiceover	Onscreen Text	Visuals/Graphics
	<ul style="list-style-type: none"> <li>Engage PSP <b>Global Process Owner</b> as needed,</li> <li>Understand requirements of <b>interdependent and market-specific SOPs</b>,</li> <li><b>Use a project process form</b> to gain alignment and approvals for PSPs within markets,</li> <li><b>Document your local processes</b>; retain approvals for record keeping, audit purposes, and transitioning of PSP responsibilities,</li> <li><b>Identify a PSP Coordinator</b> in addition to a PSP Owner, and</li> <li><b>Engage third-party Due Diligence early in the process</b> to ensure ample time for completion.</li> </ul>	<ul style="list-style-type: none"> <li>Understand requirements of <b>interdependent and market-specific SOPs</b></li> <li><b>Use a project brief form</b> (see Project Brief Process Template) to gain alignment and approvals for PSPs within markets</li> <li><b>Document your local processes</b>; retain approvals for record keeping, audit purposes, and transitioning of PSP responsibilities</li> <li><b>Identify a PSP Coordinator</b> in addition to a PSP Owner</li> <li><b>Engage third-party Due Diligence early in the process</b> to ensure ample time for completion</li> </ul>	
0701-020	And you can click here to download a PDF package that includes SOPs, templates and workflows associated with our PSPs.	<p>Click to download helpful resources</p> <p>Note: return to eLearning to mark complete.</p>	Embed PDF for downloading
0701-025	Thank you for watching!		Image of Bill at his anchor desk sorting his papers on his desk
0701-030		<p>Congratulations!</p> <p>You have completed the training on Patient Support Program SOP. This course will be marked complete and added to your Learning History.</p> <p>Close this browser window to exit the course.</p>	Standard End slide