

**UNITED
WITH**
AGILITY & INTEGRITY

How an emergency IND was able to reach a patient in under 12 hours

Challenge

While preparing for her kid’s spring break, Holli woke up early Saturday morning to a text from an account executive: An emergency shipment was needed for one of their clients. The client had just received emergency authorization from the FDA the evening before to ship clinical materials to a hospital site not previously participating in their study. They explained to Holli that there was a baby that was six days old who had been diagnosed with a very rare disease. Without this medication, the baby would continue to have seizures and could possibly die if the seizures were not controlled.

Solution

Holli got to work. She began calling her team to come in to pull together the shipment, even though their site is closed on Saturdays. The team did not hesitate and sprang into action immediately. Since the medication was part of an investigational study, certain labeling requirements were needed to ensure they are properly controlled. The team was able to pull the materials together quickly for shipment. But that was only half of the battle; the medication now needed to be delivered intact that same day. Since it was a Saturday morning, the shipment required a white glove courier to deliver the materials.

Through **Total Transportation Management** services, they quickly identified the best, most reliable courier to get to the destination. Because the warehouses where the clinical materials are packaged have a TSA-cleared area, the materials are allowed to go straight from the facility under appropriate chain of custody onto a commercial flight. The packaged investigational materials do not have to be opened or inspected at the airport. No delays. No red tape. No disruption.

Results

The client was updated as the shipment was tracked from departure to destination through Total Transportation Management services. The courier hand-carried the shipment from the facility to the airport, which was able to be placed on an earlier commercial flight. From there, the shipment was taken right off of the plane and hand-carried to the investigational site. All within twelve hours of that initial phone call. All because at the end of the day, there is always a patient waiting.

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