

CLIENT

**The Client**

The Patient Access Network (PAN) Foundation offers nearly 70 disease-specific assistance programs to help eligible patients with life-threatening, chronic and rare diseases pay out-of-pocket-costs for treatment. Since its founding in 2004, PAN has provided nearly 1 million under-insured patients with over \$3 billion in financial assistance.

The Challenge

The PAN Foundation is one of eight patient assistance organizations that provides a critical financial safety net to patients with life-threatening, chronic and rare disease population. However, the challenge was that there was no existing mechanism to inform patients when a new funding program opened, or an existing fund was depleted. Patients and caregivers had to manually monitor the websites of the individual organizations to find and track the status of each disease-specific program. For a seriously ill patient seeing a team of providers, and struggling to start and stay on multiple treatments, the process is time consuming and exhausting. To ease the burden, PAN Foundation President and CEO Dan Klein asked his staff how PAN could automate the process to notify patients, caregivers, providers, pharmacists and others when a fund opened at any of the patient assistance organizations.

The Solution

The first app developed by any organization is a learning process. To ensure its success, PAN formed a project team representing every department and brought in Summit for our experience in developing custom and complex apps that do not conform to off-the-shelf solutions. Over the next few weeks, the team went through a requirements-gathering process to identify needed functionalities for a Phase I launch. Summit analyzed the requirements and translated them into detailed specifications—from login to fund listings to the notification process.

The Results

Summit developed **FundFinder**, a custom software application that gathers all of the funding information available to patients. FundFinder helps patients quickly find financial assistance from charitable foundations so they can start and stay on treatment. FundFinder has gone on to win PAN an eHealthcare Leadership award for its mobile-friendly design and functionality.

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