



# *Creating Momentum in Patients' Lives*

Real stories of connection and  
impact from our educators.

The stories that define our work at Momentum Life Sciences demonstrate how we create genuine momentum in patients' lives. From helping a mother with psoriatic arthritis climb stairs again to supporting an art teacher's 30-year journey with narcolepsy to find effective treatment, our clinical educators and navigators provide personalized support, clinical expertise, and unwavering compassion.

The enclosed collection of patient stories showcases this impact across therapeutic areas. Whether it's providing 24/7 clinical support for ALS patients, helping those with treatment-resistant depression find new hope, or training HCPs on infusion of cancer medications, our nurse educators create the momentum that moves patients forward on their treatment journey.

What differentiates us remains unchanged: our deep expertise, singular focus on patient engagement, and the passionate people who make it all possible.

Through these personalized patient engagement strategies, we empower patients to achieve lasting therapy success.

## When connection heals: Nurse's personalized support turns treatment-resistant depression into daily victories



**Angie Batdorf**  
Clinical Nurse Educator

Clinical relationship and personalized support from a clinical educator demonstrated the importance of emotional support in navigating mental health challenges.

### Indication: Treatment-Resistant Depression

A patient I have been working with for almost a year suffers from treatment-resistant depression and was very hopeful for PRODUCT to work. At first, she was unsure what to expect and was concerned about the dosing schedule.

During this period, she was experiencing difficulties, including recently losing two close friends. I checked to make sure she was receiving therapy, and I let her know that she could follow up anytime with me, even if just to talk.

Over time, the patient experienced several subtle changes and shared how her goals set before starting PRODUCT have allowed her to focus on one thing at a time and remain in a positive mindset. She even started gardening again, and she likes to tell me what she is growing. We both share a love of fresh salsa and bonded more and more every day.

She also mentioned that people in her life are noticing a positive difference in her. By creating a safe and caring environment, she is now very comfortable during our calls and says she looks forward to them.



## 30-year journey to joy: Art teacher's story proves the life-changing power of the right support



**E. Aliciee Page RN, BSN, BS**  
Clinical Nurse Educator

From childhood struggles to professional success, clinical educator support helps transform decades of narcolepsy challenges into renewed creativity and productivity in the classroom.

### Indication: Narcolepsy/Idiopathic Hypersomnia

Earlier this week, I met with a new patient who transitioned from another medication to PRODUCT. This patient is a teacher who specializes in teaching art. She walked me through events related to her sleep disorder and the negative impact of sleep deprivation.

As far back as the age of two, she experienced uncontrollable episodes of crying and the inability to explain heavy sadness. Her parents reported she "would throw a temper tantrum (often because of sleepiness), be sent to her room, and within two minutes fall asleep."

Before starting the appropriate treatment, she "sometimes wished there would be an earthquake that she fell into and would relieve her fatigue." The journey from diagnosis to appropriate treatment had taken over 30 years.

Upon her neurologist's recommendation, she transitioned to PRODUCT in 2024. Treatment "changed her life." She is now more productive and creative as a teacher and artist. Every day, it is utterly amazing learning about PRODUCT's positive impact on patients' lives.

## Stairs to strength: A mother reclaims her independence



**Rita Sahm**  
Clinical Nurse Educator

Clinical educators focus on incremental progress and emotional support transforms patient's mindset from isolation to empowerment, proving the power of celebrating daily achievements.

### Indication: Psoriatic Arthritis

Following a virus that lasted several weeks, this patient was having great difficulty climbing stairs to her apartment, getting in and out of the car, and caring for her three children under age 10. Previously, she had run several miles weekly with no physical difficulties. It took more than a year before she was diagnosed with psoriatic arthritis and prescribed PRODUCT.

During our first call, she expressed feeling alone in her struggle, not waiting to burden her family further. In our second call, we discussed diet changes and self-care practices, emphasizing the importance of celebrating small achievements. She shared that she looked forward to our calls because she felt heard and supported.

Before I made the third call, she called me, giggling with excitement. She had gone grocery shopping with her children, who ran ahead to the apartment, leaving her with the groceries. She recalled my advice "to do what we can and celebrate what we do." She told herself, "This bag and I are getting to the top of those stairs"—something she hadn't accomplished in 15 months.

She said our calls had given her confidence, declaring, "I have this disease, but it does not have me."





## When misdiagnosis meets understanding: Sleep disorder journey shows why proper diagnosis changes everything



**Ruthanne Ziegler**  
Clinical Nurse Educator

Patient's transformation demonstrates critical importance of nurse education in treatment success and lifestyle rehabilitation.

### Indication: Narcolepsy/Idiopathic Hypersomnia

During her teenage years, this patient was very involved in sports and physical activities and even earned a sports scholarship. During high school, she noticed an abnormal amount of exhaustion causing her to withdraw from every sport and losing her scholarship. She continued to suffer immensely in college.

She felt very lost and made decisions that reflected how devalued she felt as a person. People made comments about her sleeping in class, calling her lazy, etc. One of her doctors told her to "man up" and that she doesn't need to nap so much.

As a young adult, she developed an eating disorder and had to start working from home for a low-paying job because she could not stay awake at her previous job. Recently the patient was prescribed PRODUCT. After a very long education session regarding scheduling of medication and eating habits, the patient made positive lifestyle changes and followed a regular routine.

In just one month, her life significantly improved. One of her biggest fears was not being able to participate in her sibling's wedding because of her lack of energy. Not only was she able to participate, but she has also returned to her normal activities and feels like herself again.

## First call, lasting impact: How one nurse's natural empathy sets the standard for patient support



**Julie Shaffer**  
Clinical Nurse Educator

### Indication: Seizures

One of our clients listened in on a patient/caregiver call last week and wrote: "I have been thinking about it several times over the long weekend. I wanted to commend you on a job well done. You carried a very natural tone, slow in cadence allowing for pauses and were very friendly. The way that you were able to gently communicate who you are and why you were calling in a very 'non scripted' way was impressive.

We were so encouraged to hear the warmth and rapport that was established quickly while executing the welcome call I was quite moved after that call thinking about the impact this team of nurses is going to have on a patient population that I have held close to my heart for most of my career. I just wanted to say, 'great job' and thank you for the compassionate support!"

Client-witnessed welcome call demonstrates how nurse educators' authentic communication style transforms clinical support into meaningful patient relationships, setting the foundation for treatment success.

## In grief and gratitude: A widower's testament to compassionate support



**Santiago Castro**  
Clinical Nurse Educator

### Indication: ALS

One of our patients wrote this email. "My wife passed away a few months ago from complications related to ALS. The past couple of years were devastating.

However, one of the few bright spots was meeting and working with Santiago. He patiently spent a lot of time with us discussing ALS and how to properly administer PRODUCT. We met in person, talked on the phone, and texted.

Whenever we needed anything, he was there - regardless of whether it was at night, on weekends, or holidays. He always responded promptly and warmly. He is extremely professional and caring, and I greatly appreciate all he did for us.

I wish we had met under completely different circumstances, but we were fortunate to have him in our lives when we needed his assistance."

24/7 clinical educator support exemplifies how personal dedication transforms the challenging ALS journey, creating meaningful connections beyond treatment.



## From silent struggle to support: Navigator bridges essential emotional gaps for patients



**Jennifer Rutherford**  
Virtual Nurse Navigator Manager

Navigators provide emotional support and educational resources that acknowledge the connection between physical symptoms and emotional wellbeing, helping patients access appropriate resources when needed.

### Indication: Plaque Psoriasis

Earlier this year, a patient in the PRODUCT nurse navigator program contacted us during an emotional crisis. He hadn't felt like himself for several days: overwhelmed, anxious, exhausted, physically ill, unable to eat or rest, and experiencing suicidal thoughts. Though he had no prior mental health history, he disclosed a lifelong struggle with feeling scrutinized due to psoriasis. Our navigator provided emotional support and educational resources while recognizing signs that indicated additional care needs, connecting him with appropriate mental health professionals. She guided him to the 988-suicide prevention hotline, staying on the line until he received a response, ensuring he was not alone in his moment of vulnerability.

The following week, he reported accessing therapy through his workplace's employee assistance program and feeling better. Though hesitant to contact his healthcare provider, fearing PRODUCT discontinuation, he maintained open communication with his healthcare team. This patient, overwhelmed by life's challenges, found support through our nurse navigators' compassionate support.



## Experience meets urgency: Expert CNE sets standard to ensure a safe start on therapy



**Kara Rezinass Saad**  
Clinical Nurse Educator

### Indication: Cervical Cancer

Our Cancer Center is starting its first patient on PRODUCT. I arranged for an ophthalmologist to connect with Clinical Nurse Educator (CNE) Kara, who deeply understands the side effects patients face when starting the treatment and the urgency of obtaining a baseline eye exam. Understanding the urgency, she coordinated the baseline eye exam. When the infusion manager requested a refresher in-service, Kara stepped in, sharing valuable experience with the infusion staff.

As we prepare for the first infusion, Kara's support demonstrates the importance of continued education necessary to ensure patient safety. Thank you, Kara, for being an exceptional field partner.

Clinical educators' rapid coordination and knowledge-sharing enables seamless therapy initiation, showcasing how specialized expertise directly impacts patient care and staff confidence.



## About Momentum Life Sciences

Momentum Life Sciences is the leading provider of patient engagement solutions integrating human connection, advanced technology, and real-world data to deliver holistic support in a dynamic and personalized environment. Leveraging 25+ years of experience in patient engagement, we know consumers want to build and develop relationships with the pharma companies whose products they utilize, and the research shows these relationships are vital to achieving the right health outcomes for patients and business outcomes for clients.

Our innovative and award-winning platform, One Voice™, can empower your brand teams to build authentic relationships with patients by uniquely combining data-driven technology and human interventions using our proprietary, intelligent algorithm to determine the right level of support for each patient based on disease state, product type, adherence risk profile, social determinants of health, real-world evidence, demographics, and psychographics to optimize the right mix of human and technology-driven interventions.

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