


# *Creating Momentum in Patients' Lives*



Our nurses bring passion to every interaction—building confidence, understanding, and trust.

Patient journeys are shaped by many different moments. An access question that needs clarification. A caregiver looking for guidance. A patient preparing to start therapy. A family adjusting to a diagnosis.

In those situations, support can take different forms. Sometimes it involves coordinating across teams to address an access barrier. Other times it means listening carefully, providing education, and helping clarify what comes next.

Our Nurse Educators meet patients and families in those moments with steady communication, practical expertise, and follow-through. This approach reflects the longstanding focus of Momentum Life Sciences on patient engagement, deep clinical expertise across therapeutic areas, and the dedicated professionals who bring compassion to every interaction.

This compassion is the common thread across these experiences — expressed through consistency, clarity, and a commitment to helping patients and caregivers navigate treatment with confidence.

## Guiding a Patient Through an Access Challenge



**Kami Toland**  
Clinical Educator

Turning fear into relief through steady support and guidance, even in moments of sudden uncertainty.

*“Thank you for all your help, Kami. None of this would have been possible without you and my hard work. You’re amazing, and I bet you don’t get told that nearly as much as you should. I want you to know how much of a positive impact you’ve had on my life and how grateful I am!”*

### Indication: Sleep Disorders

A patient reached out in tears after learning she had been denied patient assistance and told she would need to begin weaning off her medication. She was nearly out of doses, had no bridge supply available, and felt overwhelmed by the sudden uncertainty. The denial stemmed from income information tied to her father’s insurance, something she had not anticipated and did not know how to navigate on her own.

During that call, the focus was on reassurance and helping her feel less alone in the moment. Together, the next steps were discussed, and coordination began with the local access representative and the patient’s healthcare provider’s office to explore whether the application could be reconsidered. Additional information was identified that could be added to the submission, and even if approval was not guaranteed, efforts were made to pursue a bridge option so she would not go without medication.

Over the following weeks, communication continued with both the access team and the office staff as required timelines were met and documentation was updated. Clarification around how the medication was prescribed helped resolve confusion that had contributed to the denial. When the application was resubmitted, approval followed shortly after.

She learned she would receive her medication the next morning, with ongoing monthly shipments approved for the year. The relief was immediate and emotional. She later shared how much the support meant to her, saying, “None of this would have been possible without you and my hard work. You are amazing. I want you to know how much of a positive impact you have had on my life and how grateful I am.”

For her, what mattered most was knowing someone stayed with her through the uncertainty, helping turn a moment of fear into one of relief and stability.



## A Mother's Strength Sustained Through Connection



**Jessie Alber**  
Nurse Navigator

Providing reassurance and presence to help a mother navigate grief and complex care responsibilities.

### Indication: Seizure Disorders

While supporting a mother raising two children with seizure disorders, both navigating complex care needs after the devastating loss of their father, I witnessed firsthand the weight she carried each day. During one call, she shared the heartbreaking prognosis she had received from a specialty center and asked through tears, "What am I even supposed to say or do about that? I am going there for them to help me."

She spoke openly about the loneliness of managing medical crises without a partner beside her. I gently reminded her of the truth she could not see – that her unwavering advocacy, her strength, and her presence were extraordinary gifts to her children.

Over time, our check-ins became a place where she felt understood and supported. She told me that these calls were "the most helpful thing" anyone could do for her during such a painful chapter.

Over time, she began to feel less alone and more capable of facing the difficult days ahead. She often shared that the check-ins gave her comfort and steadiness when everything else felt uncertain. Knowing she had someone to talk to make the weight she carried feel just a little lighter.

## When Education Helped Make Treatment More Manageable



**Christine Kazerooni, BSN, RN**  
Clinical Nurse Educator

Injection education helped reduce uncertainty and discomfort, making it easier for patients to begin therapy with confidence.

### Indication: Infectious Disease

I worked with a patient who began therapy without receiving injection training and experienced discomfort at the injection site. The experience was unexpected and left her uncertain about continuing treatment. After the first dose, she paused, unsure whether future injections would feel the same.

To better understand what she had experienced, I connected with the office to review administration techniques and talk through possible adjustments. We discussed simple comfort measures and small changes that could help make injections more manageable.

As education continued, the care team felt more prepared to support patients starting therapy. With clearer guidance in place, conversations with patients became more focused on setting expectations and helping them feel at ease as they began treatment.

With better preparation from the start, patients were able to approach therapy with a clearer understanding of what to expect. Starting treatment felt less uncertain and more manageable when patients felt informed and supported.

## A Steady Source of Support During a Family's Complex Journey



**Santiago Castro**  
Clinical Nurse Educator

### Indication: Neurodegenerative disease

"The past couple of years were devastating," a man wrote as he reflected on his wife's journey with a neurodegenerative disease. As her condition progressed, daily life became increasingly difficult, marked by uncertainty, exhausting symptoms, and constant questions about what to expect next.

Early in their journey, they connected with their clinical nurse educator, who became a consistent source of education and reassurance. He shared that having someone available to answer questions and explain changes helped bring clarity during a time when so much felt overwhelming.

Over time, that support became a steady presence they could rely on. "Whenever we needed anything, he was there regardless of whether it was night, weekends, or holidays," he wrote. "He always responded promptly and warmly." Knowing there was someone who would respond quickly and thoughtfully helped ease fear during moments when symptoms worsened and decisions felt especially heavy.

After his wife's passing, what stayed with him most was the kindness shown throughout their experience. The reliability, patience, and compassion they received became one of the few sources of comfort he carried with him as he reflected on their journey together.

*"Whenever we needed anything, [Santiago] was there regardless of whether it was night, weekends, or holidays... he always responded promptly and warmly."*

## When Being Heard Made Starting Therapy Feel Possible



**Vicki Frizzell**  
Field Nurse Educator

### Indication: Sleep Disorders

A patient joined a virtual education visit having not yet started her medication. From the beginning of the call, she shared a long list of reasons why she felt unable to start. She spoke openly about her concerns, fears, and uncertainty, and I could sense she needed time to voice everything she had been holding onto.

During the conversation, space was given to allow for her questions and hesitations. One by one, misconceptions were addressed, and information was shared in a way that felt manageable and reassuring. Although she began to feel more at ease, she remained unsure. Her biggest concern, she explained, was whether she could realistically fit the medication into her daily routine.

The conversation shifted to discussing sleep hygiene and the importance of allowing her body the opportunity to rest, regardless of treatment. Together, they talked through what her evenings looked like and planned a dosing schedule that felt realistic for her life. As the visit continued, her tone began to change, and she appeared more confident in her ability to move forward.

Near the end of the visit, she shared something personal. She loved reading romance novels but had not been able to stay awake long enough to get past the first page. As the call wrapped up, she smiled and said, "I sure hope I am reading next time we talk." She confirmed that she planned to start her medication that night.

By the end of the visit, she felt comfortable, informed, and ready to take the next step, carrying with her a renewed sense of confidence and possibility.

**Empowering a patient to move forward by addressing fears and building confidence, one conversation at a time.**

## Becoming a Trusted Resource During a Difficult Start



**Donna Legamaro**  
Nurse Navigator

Building trust through active listening and consistency helped make the patient experience feel more supportive.

### Indication: Hidradenitis Suppurativa

When I first connected with this patient, his primary concern was simply getting his medication. He had experienced challenges working with his specialty pharmacy and felt frustrated and discouraged by the delays. Through coordinated calls between the patient, the pharmacy, and myself, we were able to resolve the issue and ensure his medication was delivered. He later shared that he did not believe he would have been able to get it without help.

Once that barrier was addressed, our conversations began to shift. He became more comfortable reaching out with questions and concerns related to his medication and felt reassured knowing someone was available to support him. Over time, he shared how difficult it had been to live with a condition that had caused both physical discomfort and a loss of confidence after years of trying to find relief.

As trust developed, he became more open to education and guidance. Having consistent access to his medication and a reliable point of contact helped him feel more at ease navigating his treatment. He expressed that knowing he could call and expect a response made a meaningful difference in how he approached his care.

What stood out most was the change in his confidence. Feeling supported helped him move forward with greater assurance, knowing he did not have to manage his condition on his own, and that help was available whenever he needed it.

## Responding Quickly to Prevent a Treatment Interruption



**Tonja Guthrie**  
Virtual Clinical Educator

Ensuring continuity in treatment through urgent problem solving and communication.

### Indication: Seizure Disorders

A mother called in distress when she discovered her child's copay card had been exhausted, leaving them unable to afford the next refill. After more than a year on therapy, abruptly stopping the medication posed significant risks, and immediate action was needed to prevent a lapse in treatment.

Working quickly with the Access and Affordability team, we initiated a Patient Assistance Program (PAP) review. A major roadblock surfaced when the healthcare provider's office did not submit the required documentation, despite multiple attempts from both the mother and our team.

To help move things forward, I shared a direct office contact from our records with the Access and Affordability team and escalated the situation to my manager due to the growing urgency.

Our combined efforts finally broke through the delay, and within two days the manufacturer approved and delivered an emergency PAP supply, ensuring the patient did not miss a single dose.

When the emergency supply arrived, the mother expressed profound relief knowing her child's treatment would continue uninterrupted. After days of worry, she finally felt she could breathe again and shared how grateful she was to see her child protected from the setback she feared most.

## Support That Helped a Family Move Forward



**Robin Krantz**

Clinical Nurse Educator

By supporting caregivers through education and presence, Clinical Nurse Educators help ease the responsibility of managing a loved one's care.

### Indication: Neurodegenerative Disease

I connected with the caregiver of a new patient after returning a call from a welcome outreach. During our conversation, she shared that the pharmacy had already reached out about medication pickup, but she was feeling uncertain about how her father would manage. He lived alone nearby and had hearing, speaking, and fine motor challenges, which made the process feel overwhelming. She had planned to go to his home to help administer the medication and was relieved when I offered to meet with them in person.

We arranged a live visit, but on the morning of the appointment, she called to let me know her father's driveway had not been cleared of snow. Together, we adjusted the plan and met at her home instead. We spent time reviewing the materials in the binder, watching the education video, and working through the planner so she felt comfortable supporting him. She also asked for an extra binder to share with other family members who might be helping.

Throughout the visit, she expressed gratitude for having the time and space to ask questions and talk through concerns. Knowing additional support was available helped ease some of the worry she had been carrying. She shared that having clear guidance made her feel more prepared to help her father as he started therapy.

## Building Confidence One Conversation at a Time



**Claire Mayone**

Virtual Clinical Educator

*"Knowing you are there and that you care about how I'm feeling helps keep me motivated to stay on therapy."*

### Indication: Neurologic Disorder

A patient shared that she had transitioned to a new healthcare provider and found the change difficult. As a very private person, she explained that communicating openly during appointments felt uncomfortable and often left her unsure if she was fully expressing her concerns.

During our conversations, the focus was on building trust and helping her feel more prepared and at ease. Together, we talked through simple and practical ways to approach visits, including how to organize her thoughts ahead of time, describe symptoms clearly, and ask questions in a way that felt natural to her.

During a follow-up call the following week, she shared that her appointment with the new provider went well and that she felt encouraged by how the visit unfolded. She said she felt more confident speaking up and believed they were off to a strong start in building their relationship.

She also shared how meaningful it was to know support was available between visits. "Knowing you are there and that you care about how I'm feeling helps keep me motivated to stay on therapy," she said. With a small smile in her voice, she added that she recognizes when the calls are coming and often waits by the phone.

Feeling supported and understood helped her approach her care with greater confidence, reminding her that she did not have to navigate these changes alone.

## 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 30+ 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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