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MSGo, a digital support program for multiple sclerosis patients in Australia using novartis disease modifying therapies

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Introduction: The MSGo Programme is a patient support platform (PSP) designed for patients commencing on multiple sclerosis disease modifying therapies (DMTs) provided by Novartis. The PSP is delivered through RxMx, a digital health company. The technology aims to connect patients and doctors, improve patient safety and create real-time insights with the support of nurses to assist patient navigation. The patient apps feature tailored functions, including medication reminders, appointment scheduling and educational materials. The nurses work directly with patients to address DMT issues and questions, in order to promote engagement and adherence. The patient app also includes a care partner function, to enable a caretaker to monitor from their own device.

Objective: The rapidly changing landscape of DMTs, pharmacovigilance and COVID-19 has added challenges to DMT pre-screening, onboarding and ongoing support of patients, with many clinics being restricted on physical attendance. The patient app, paired with the HCP and care partner function, aims to keep patients on track with their DMTs and appointments whilst maintaining active communication with their healthcare team.

Aim: A recent study of MS Nurse care in Australia found that for 5% of participants the PSP services offered across all DMTs was their sole source of support. The aim is to explore the effectiveness of MSGo, a PSP which has evolved since the COVID-19 pandemic as a resource of support, information and communication for both the patient and treating MS team.

Method: Patients utilising the MSGo app were sent voluntary surveys every 3 months, to ascertain effectiveness of the programme (phone, app or email) since enrolling.

Results: There are 1200+ patients actively enrolled within the programme. An average patient satisfaction score of 9/10 was recorded for all questions, which covered various aspects of the PSP including DMT initiation, virtual support, at home support and nursing support. The full results of the survey will be presented.

Conclusion: Patient survey responses indicate that MSGo has been an effective PSP and demonstrates an ongoing need for patients to be supported during their DMT journey, particularly in situations where the PSP nurses are the sole source of support.

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