No small roles

The human side of keeping clinical trials on track

Patients are the heart of every new drug.

The people who put their time, their bodies, and their hopes on the line.

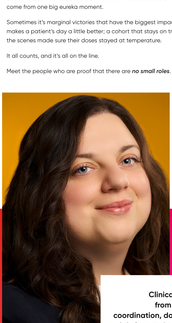
For someone in a phase 3 clinical trial, that might mean four years of waiting rooms, side effects, and uncertainty.

Cencora team members understand both what's at stake and that success doesn't come from one big eureka moment.

Sometimes it's marginal victories that have the biggest impact: an anti-nausea drug that makes a patient's day a little better; a cohort that stays on track because someone behind the scenes made sure their doses stayed at temperature.

It all counts, and it's all on the line.

Meet the people who are proof that there are ***no small roles***.



The Strategist

Laura Nestor

Senior Director, Strategic Initiatives
Global Products and Solutions

> **Clinical trials can demand a lot from patients: travel, waiting, coordination, documentation. Everything I do is to make someone's day easier so they can keep their life moving forward with hope for better health.**

Clinical trials require a vast ecosystem of people and resources that are all interdependent. Before a single dose is delivered, there needs to be a plan, a roadmap, a vision for success. And that isn't limited to simply bringing a new therapy to market. It's also about building an infrastructure that can be scaled and sustained to help as many people as possible. Because even though this work may look like product strategy, it all ties back to patient health.

The Advocate

Shri Patel

Associate, Diagnostics
Value, Access, and Evidence

> **What's most meaningful to me is when the patient ultimately wins — gaining access to a new therapy with the fewest barriers and hurdles possible.**

To reach its full potential, every successful therapy needs to make it onto a formulary. But long before that, we conduct market research and gather critical evidence that paves the way for broad coverage. By partnering with manufacturers, we champion the value of a new drug and its benefits, helping patients access treatment soon after approval.

The Optimizer

Cassie Cone

Senior Director of Business Development,
Retina Consultants of America

> **Behind every data point is a person — and often an entire family — making meaningful sacrifices.**

The "where" of a clinical trial matters. By leveraging data on historical performance, local patient populations, and infrastructure, we strategically align studies with locations that boost access and support retention. We know that if a trial is closer to home, it reduces travel burdens and makes it easier for patients to juggle appointments with work, family, and the emotional weight of treatment. That's why we also factor in geography to cut costs and reduce dropout risk. When the site runs more smoothly, the trial runs more smoothly, which ultimately expands patient access to innovative treatments.

The Connector

Bill Kapphn

Regional Account Manager,
World Courier 3PRN

> **It's more than moving boxes. It's making sure a life-changing dose arrives without a patient ever having to wonder if it will. My job is logistics with purpose.**

The treatments involved in clinical trials aren't your traditional drugs. They're often cutting-edge biologics, cell therapies, or personalized medicine, and they have strict storage, transportation, and delivery requirements as they move across complex global networks. Our job is to pay attention to every detail, honor every timeline, and maintain compliance at every stop. Because the patient is counting on us.

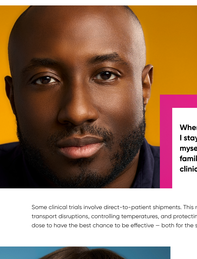
The Steward

Christen McGowan

Global Director of Comparator Sourcing

> **For many people, it isn't just joining a study. It can be a scary moment when they're weighing hope against risk, often while already feeling unwell.**

Clinical trials almost always involve treatments other than the one being directly investigated. Ancillary treatments like anti-nausea drugs and analgesics for pain relief aren't part of the study, but they can ease side effects and make the patient's challenging day a little more bearable.



The Protector

Mamadou Diallo

Local Operations Manager,
World Courier

> **When things get stressful, I stay grounded by reminding myself that it could be my family participating in a critical clinical trial.**

Some clinical trials involve direct-to-patient shipments. This raises the bar for anticipating transport disruptions, controlling temperatures, and protecting the package. We want each dose to have the best chance to be effective — both for the study and the patient.

The Community Builder

Lori Miles

Director of Clinical Operations
IntrinsiQ

> **When my dad was diagnosed with stage IV cancer, there wasn't a single clinical trial available to him. I never want 'no trial options' to be the default answer for another family.**

Most people with cancer are treated in a community oncology setting, yet few clinical trials are available in those practices. By expanding access, we can give more patients the chance to consider research as part of their care — without having to leave their hometown, their support system, or the oncology team they trust.

Across the globe, thousands of Cencora team members dedicate themselves to this vital work — each one a pillar of knowledge who helps turn trials into triumphs.

From strategic planners to logistics experts, every quiet effort connects and compounds so no patient's hope is left unsupported.

United in care, compassion, and precision, they propel clinical trials forward in pursuit of their purpose: to create healthier futures.