

# The Novartis Commitment to Patients and Caregivers

In 2025, we at Novartis furthered our **Commitment to Patients and Caregivers** – A commitment that we co-created with the patient community to discover new ways to improve and extend people's lives.

**40+** patient organizations contributed to its development.

**77,000+**

Novartis employees own it as an aspiration to embed the perspectives of patients and caregivers systematically in our decision making.

## Our commitment is based on **four pillars**



01 Respecting and understanding the patient community perspective



02 Expanding access to our medicines



03 Conducting responsible clinical trials



04 Recognizing the importance of transparency and reporting

## In our **eighth year of Commitment...**

**94%**

**of early research programs** in general medicines were developed with patient perspective and insights before first-in-human trials (healthy volunteers).

**81**

**clinical development projects** with 46 diseases comprising 83 clinical trials, had a patient engagement component to obtain their perspective on the design and/or conduct of clinical trials.<sup>1</sup>

**402**

**simplified summaries<sup>2</sup>** from Phase 1-4 clinical trials were sent to investigators to share with over 71,000 trial participants and posted on [novartis.com/clinicaltrials](https://novartis.com/clinicaltrials).

**7,194**

**new patients were reached through managed access programs (MAPs)<sup>3</sup>** with 94% of requests approved for 37 compounds in 62 countries. MAPs provide access to locally unauthorized Novartis medicines when treatment options have been exhausted and enrollment into a clinical trial is not possible. At the end of 2025, more than 9,100 patients were receiving treatment through MAPs.

**191**

**clinical trials** with Patient Reported Outcomes (PROs) were conducted in 81 countries.

**30m**

**patients reached<sup>4</sup>** through access approaches.

<sup>1</sup> Patient engagement component defined as interaction with patients to seek input, advice or guidance. <sup>2</sup> [www.novartis.com/healthcare-professionals/managed-access-programs](https://www.novartis.com/healthcare-professionals/managed-access-programs). <sup>3</sup> <https://www.novartis.com/healthcare-professionals/managed-access-programs>. <sup>4</sup> Includes patients reached with medicines through Novartis Global Health, as well as patients reached with support programs, emerging market brands and donations.

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# Our commitment to Patients & Caregivers

Only by collaborating and delivering on the four pillars of our Commitment can we improve outcomes for patients and change the practice of medicine.



## Respecting and understanding the patient community perspective

203 patient organizations in 39 disease areas from 24 countries engaged in initiatives to inform decision-making.<sup>1</sup>  
**Average satisfaction score of engagements: 9.3 out of 10.**

In 2025, the Alliance & Partnerships for Patient Innovation & Solutions (APPIS) in the Asia Pacific, Middle East, and Africa (APMA) region convened 6 multi-sectoral APPISx sessions (Egypt, SEA region, Korea, Taiwan, Thailand, and Vietnam) tackling challenges and opportunities across Health Literacy, Health Policy Sharing, and Future Readiness, together with more than 350 representatives from patient advocacy groups, health ministries, and the medical community.

**Based on the latest PatientView Corporate Reputation Report, Novartis ranked:**

**#4**

in Corporate Reputation  
– evaluated by over  
2,500 patient groups<sup>2</sup>

**#4**

in reputation for  
Immunological  
Conditions<sup>2</sup>

**#3**

in reputation  
for Cancer<sup>2</sup>

**#2**

in reputation for  
Multiple Sclerosis<sup>2</sup>



## Conducting responsible clinical trials

Trial feedback questionnaires from 69 clinical trials were sent to patients to obtain their perspective on their participation experience; patients rated their trial experience highly, with an **overall average score of 4.55 out of 5.**<sup>3</sup>

**299 clinical trials** were listed for secure, voluntary data-sharing on ClinicalStudyDataRequest.com.<sup>4</sup>



## Expanding access to our medicines<sup>5</sup>

**#1 in Access to Medicines Index** – assessing companies' performance in providing access to medicines for patients.

**Invested USD 142 million** in 2025 to advance new treatments for neglected tropical diseases and malaria.

**2.2 million patients** reached with **strategic innovative therapies** in low- and middle-income countries.

**100%** of new medicines launched had a **global access strategy**.



## Recognizing the importance of transparency and reporting

**3,347 clinical trials** posted on novartisclinicaltrials.com, sharing results with society.

Returning to society with **23 manuscripts, 38 posters and 14 oral presentations/abstracts published** on insights obtained from the patient community, to share the learnings.

Reported engagement with and support for **1,087 patient organizations** in 65 countries in Transfer of Value (ToV) report.<sup>6</sup>

<sup>1</sup> Refers to global and regional initiatives/activities only. <sup>2</sup> Patient View 2024 Corporate Reputation Reports, published in 2025: <https://www.patient-view.com/pharma-hub/> <sup>3</sup> Statistics are cumulative since inception of trial feedback questionnaires. <sup>4</sup> [www.clinicalstudydatarequest.com](https://www.clinicalstudydatarequest.com) <sup>5</sup> [www.reporting.novartis.com](https://www.reporting.novartis.com) (2025 data). <sup>6</sup> Publication referent to the 2024 Global Patient Organization Transparency report: <https://www.novartis.com/sites/novartiscom/files/patient-organization-funding-report-2024.pdf>

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