

CASE STUDY:

Rapid Insights in a Crisis

How iConquerMS Delivered Critical COVID-19 Data in Record Time

THE SITUATION

In early 2020, the onset of the COVID-19 pandemic created an urgent information gap.

People living with multiple sclerosis (MS), their care partners, and clinicians faced immense uncertainty with no data on how the virus or public health measures would affect their health, care, and treatments.

The Partnership & Approach

To address this critical need, Accelerated Cure Project for MS (ACP) partnered with Dr. Farrah Mateen from Massachusetts General Hospital. Leveraging the iConquerMS platform and ACP's streamlined research processes, the team moved from initial concept to a fully launched survey in just over two weeks.

The survey was designed collaboratively to address the community's most pressing concerns—including impacts on healthcare, access to information, steps being taken to prevent infection, and changes to mental health—and was deployed to the entire iConquerMS network of over 8,000 members.

Project Highlights



UNPRECEDENTED SPEED

From initial concept to a fully launched survey in just **two weeks**.



IMPRESSIVE REACH

Deployed to the entire iConquerMS network of over **8,0000** members.



ROBUST ENGAGEMENT

Generated a complete dataset from **1,019 people living with MS**.



SCIENTIFIC IMPACT

Resulted in a peer-reviewed paper published in just **five months**.

Project Timing

March 2020	Initial discussion with research partner
April 2020	Survey sent to iConquerMS network
Sept. 2020	Initial paper published
Dec. 2020	Follow-up survey launched

Key Insights & Impact

The partnership delivered immediate, actionable insights months ahead of traditional research methods. The survey revealed critical findings that informed clinical guidance, supported healthcare advocacy, and provided real-world evidence during a public health crisis:



CRITICAL CARE DISRUPTED

A majority of respondents faced **significant interruptions to their MS care** and had limited access to testing, providing concrete evidence for healthcare systems to address systemic weaknesses.



TREATMENT DECISIONS UNDER DURESS

1 in 10 participants had altered their disease-modifying therapy, highlighting an urgent, real-time need for clear clinical guidance to prevent patients from making critical health decisions based on fear.



HEALTH EQUITY GAPS REVEALED

The data uncovered key health equity concerns, revealing that **the burden of worry was not shared equally** and underscoring the necessity of an equity-focused lens in all crisis responses.

The Takeaways for Researchers

This project demonstrates the power of the iConquerMS network to rapidly mobilize an engaged community and translate urgent questions into robust, real-world evidence.

This data gives a voice to the community's experience, enabling more informed health decisions and providing a foundation for targeted support and advocacy.



Need rapid insights for your research?

To learn how iConquerMS can support time-sensitive studies or ongoing research needs, contact us at Partner@AcceleratedCure.org.