Our chief patient officer represents the needs of patients at the highest levels of our company.

Our chief patient officer is an ambassador for patients. When I meet with patients and patient advocate groups around the world, I want them to feel a human connection with Merck and with someone who cares deeply about their needs and concerns. I want them to know I will be an advocate for them and other patients in their care journey.

Julie L. Gerberding, M.D., M.P.H., executive vice president and chief patient officer

“Today, more patients are becoming active and engaged in their health care than ever before. As patient communities are actively working to make the world a better place, our commitment to responsible and ethical work with them is unwavering. By ‘patient communities,’ we mean individual patients, their caregivers and family members, patient advocates, leaders and patient organizations.

Merck’s commitment to working with patient communities

Our core principles

In our interactions with patient communities, we are guided by these principles:

• Human connection: We strive for our interactions with patient communities to be ‘human’ – in other words, genuine, fostered, grounded, clear, meaningful, authentic and natural.
• Health equity: We want our work with patient communities to have meaning and purpose. To that end, we are open and transparent and know that patient communities uphold and value these same principles.
• Purpose and transparency: We strive for our interactions with patient communities to be ‘human’ – in other words, genuine, fostered, grounded, clear, meaningful, authentic and natural. We want our work with patient communities to have meaning and purpose. To that end, we are open and transparent and know that patient communities uphold and value these same principles.
• Ethics and integrity: We follow applicable laws, regulations and ethical codes in the regions and countries where we operate.
• Commitment to health equity: We are actively working to reduce health inequities, as we believe everyone should have the chance to be as healthy as possible. This means seeking more chances to work with communities so that they have a single voice regarding their right to health care.
• Capacity building: We support patient communities and respect their need for autonomy, transparency and fairness.
• Diversity and inclusion: We affirm the value and dignity of every human being and the importance of diversity and inclusion.
• Commitment to human connection: We strive for our interactions with patient communities to be ‘human’ – in other words, genuine, fostered, grounded, clear, meaningful, authentic and natural.
• Ethics and integrity: We follow applicable laws, regulations and ethical codes in the regions and countries where we operate.

Examples of our work with patient communities

• Purpose and transparency: We strive for our interactions with patient communities to be ‘human’ – in other words, genuine, fostered, grounded, clear, meaningful, authentic and natural. We want our work with patient communities to have meaning and purpose. To that end, we are open and transparent and know that patient communities uphold and value these same principles.
• Diversity and inclusion: We affirm the value and dignity of every human being and the importance of diversity and inclusion.
• Patient education: We aim to provide patient communities with relevant and compelling information about the medicines and vaccines we develop, as well as information about health care and patient advocacy.
• Health equity: We want our interactions with patient communities to include meaningful and respectful conversations about health equity, as we believe everyone should have the chance to be as healthy as possible. This means seeking more chances to work with communities so that they have a single voice regarding their right to health care.
• Capacity building: We support patient communities and respect their need for autonomy, transparency and fairness.
• Ethics and integrity: We follow applicable laws, regulations and ethical codes in the regions and countries where we operate.
• Commitment to human connection: We strive for our interactions with patient communities to be ‘human’ – in other words, genuine, fostered, grounded, clear, meaningful, authentic and natural.

We put patients at the center of everything we do. We believe that patient perspectives help us innovate and improve health outcomes, and we embrace every opportunity to engage with patients and caregivers to inform how we can best serve their needs.

Rob Davis, CEO and president