

Medical Information Service for large pharma company

Challenge



Mid-size pharma company with personnel shortage for Medical Information Services

- Client was a global large pharma company
- Due to personnel shortages client was in need of support for:
 - PQC's documentation and management of field sample retrieval
 - Technical and medical queries documentation in a harmonized way that allows extracting of patterns and data for quarterly / yearly reports
 - Advance knowledge in Pharmacovigilance that allows the team to recognize adverse events and medication errors quickly and efficiently

Solution



Strategic Partnership as a win-win situation

- PLx team managed all Product Quality Complaints (PQCs) / Technical or Medical Enquiries to companies' products
- Phones and email monitorization continuously for nine (9) hours a day Monday to Thursday and for six (6) hours a day on Fridays (team of three (3) people)
- Detection of adverse events and medication errors and submission via a database (iConnect) to Pharmacovigilance department
- Elaboration of daily and weekly reconciliations
- Tracking of KPIs

Outcome



PharmaLex as a strong partner for Medical Information Services

- Coordinate Strategic partnership as win-win situations for clients and PharmaLex
- Fluctuations in workload fully handled by PharmaLex staff
- Controlling and performance measurement via KPIs
- Client could benefit of vast Pharmacovigilance experience within the PLx team