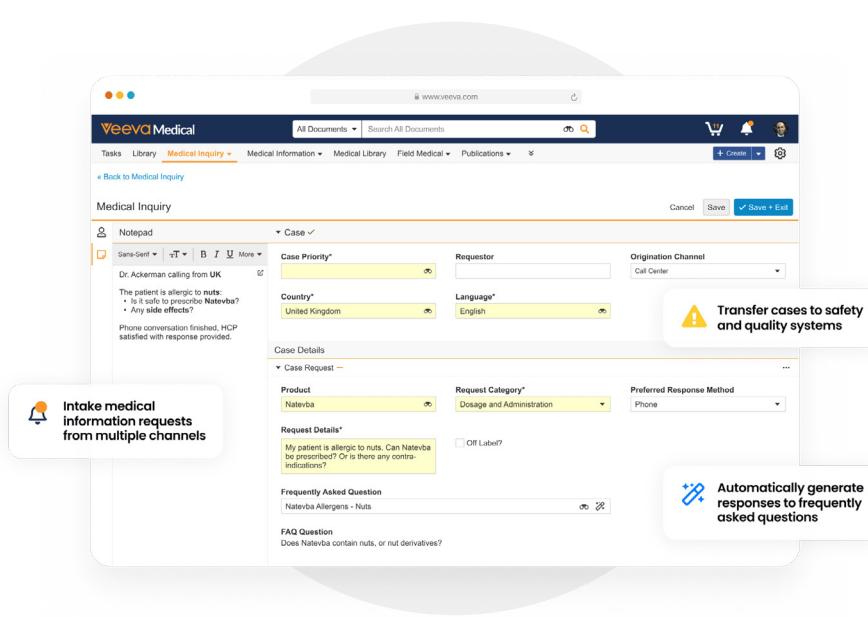


# Streamline End-to-End Medical Information Management

Veeva MedInquiry is a modern cloud application for managing the intake of and response to medical information requests.

Centralized case and content management in a single source of truth streamlines processes and ensures faster, more accurate inquiry response with a modern, cloud-based solution designed for global teams.



## Why Veeva MedInquiry?

### Complete

A single, secure solution that supports the end-to-end medical inquiry management process from intake to fulfillment, eliminating the need for multiple siloed systems and disconnected processes.



### Connected

At the center of a wider medical ecosystem, with interoperability across the Vault platform and an open, published API to enable integration with other complementary systems or channels.



### Modern

Cloud-based system that grows and evolves to meet changing business needs leveraging automations to speed up processes across the case lifecycle.

# Features

## **Centralized Case Intake**

Receive and track inquiries from various channels, including automated email ingestion and inbound telephony and live chat integration to support high-volume contact centers.

## **Comprehensive Case Management**

Capture important case and contact details, assign or escalate cases, and manage case priorities and workload in line with SLAs or SOPs.

## **FAQ and Standard Response Management**

Create, review, and approve a library of FAQs and Standard Responses and leverage built-in automation that detects FAQs from inbound inquiries and suggests its pre-defined response.

## **Automated Cover Letter and Email Response Personalization**

Leverage pre-configured cover letter and email response templates for maximum efficiency and consistency.

## **Response Package Generation**

Automatically generate response packages containing components like emails, cover letters, response notes, guidelines for use, and approved fulfillment documents from the Veeva Medical Library.

## **Response Fulfillment**

Send and track email responses directly from Veeva MedInquiry without the need for an external email client.

## **Controlled Content Distribution**

Share response packages by a secure link that controls document access and expiration ensuring content is always current and approved and delivery is never restricted by file size or type.

## **Compliance**

Restrict document download or limit access time to maintain compliance and control per company-specific SOP.

## **Adverse Event and Product Quality Complaint Capture**

Capture data related to an adverse event or product quality complaint as part of a medical inquiry case and transfer to the appropriate safety/quality system for handling.

## **Keyword Tracking**

Define a library of keywords that Veeva MedInquiry will automatically track across all inquiries, giving you a clear view of recurring topics, or mentions over time.

## **Reports and Dashboards**

Monitor and report on daily activities across the entire case lifecycle – from operational metrics to strategic measures, such as trending topics, FAQ usage, and most utilized fulfillment documents.

## **Connected Veeva Ecosystem**

Gain efficiencies with Veeva-delivered integrations to upstream solutions like Vault CRM and Veeva OpenData, to downstream systems such as Veeva Safety and Veeva Quality.