

Assessing Your Medical Inquiry Management Solution

Outdated and often unsupported legacy technology can not only impact the distribution of important information to patients and HCPs, degrading credibility, but also increase administrative burden and cost to medical information teams.

Use this checklist to ensure your medical inquiry management system can quickly and accurately process cases and evolve with your changing business needs.



	Suppo	upports the end-to-end medical inquiry process		
		Intakes inquiries from a variety of channels: phone, email, CRM		
		Manages content and responses in a single system		
		Response package management, assembly, and publishing		
		Controls access and expiration by providing response documents through secure link		
		Leverages pre-configured cover letter and email templates		
.		Directly sends and receives email responses without need for external email client		
←	Interop	perability and synergy with wider medical ecosystem		
2		Simple field inquiry entry and status updates		
		Open API and interconnectivity with other system applications (such as pharmacovigilance)		
		No manual data transfer		
		Allows for dissemination of medical information content across multiple channels (e.g., web)		
		Follows E2B (R3) guidelines		
	Provid	es real-time insights		
		Easy-to-use dashboards and reports		
		Progress tracking across entire lifecycle (operational metrics to strategic measures)		
كنتخ		Analyze data at global and local levels		
	Adapts	s to your evolving business needs		
		Highly configurable to meet your specific needs		
		Global framework with flexibility to tailor to local requirements		

Supports data privacy rules, visibility, and processes at local or regional level





Modern, cloud-based solution

Readily delivered through the web
Regularly updated with new enhancements
Easy, intuitive user experience
Highly available (99.5% uptime)
IQ/OQ pre-validated, PQ ready
Two-factor authentication
Personal data privacy compliance (GDPR requirements)

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