

# MedInquiry

## 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.

The screenshot displays the Veeva Medical MedInquiry interface. At the top, there's a navigation bar with 'Tasks', 'Library', 'Medical Inquiry', 'Medical Information', 'Medical Library', 'Field Medical', and 'Publications'. A search bar is also present. The main content area shows a 'Medical Inquiry' case for 'Natevba'. A 'Notepad' on the left contains a note from 'Dr. Ackerman calling from UK' regarding an allergic reaction to nuts. The 'Case Details' section includes fields for 'Case Priority', 'Requestor', 'Country' (United Kingdom), 'Language' (English), 'Product' (Natevba), 'Request Category' (Dosage and Administration), and 'Preferred Response Method' (Phone). A 'Frequently Asked Question' section is also visible. Three callouts highlight key features: 'Intake medical information requests from multiple channels', 'Transfer cases to safety and quality systems', and 'Automatically generate responses to frequently asked questions'.

### Benefits



#### 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.