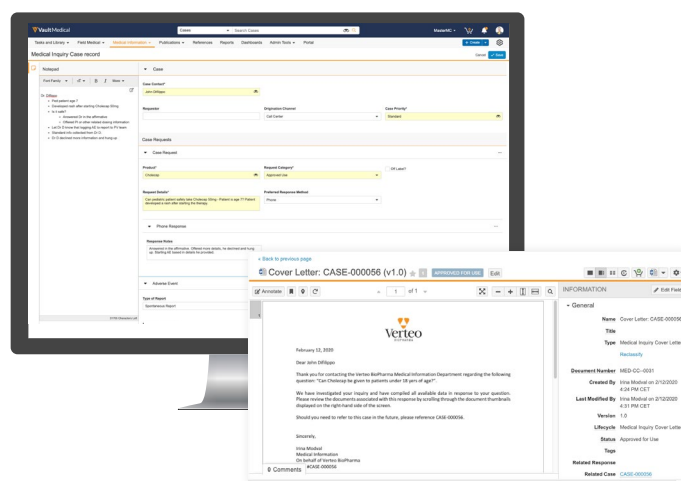


Veeva Vault MedInquiry

Streamline medical inquiry intake and fulfillment.



Veeva Vault MedInquiry helps you communicate medical information efficiently with centralized case and response management in one single source of truth. Ensure faster, more accurate inquiry response with a modern, cloud-based solution designed for global teams.



COMPLETE



CONNECTED



MODERN

Benefits

- **Speed accurate case processing:** Centralize inquiry intake and accelerate fulfillment with an intuitive, modern user experience. Track progress and insights in real time across the entire medical information lifecycle.
- **Automate cross-functional processes:** Improved communication with field teams through native integration with Veeva Vault MedComms and Veeva CRM. Integrate easily with other complementary solutions (e.g., pharmacovigilance) through an open, published API.
- **Reduce administrative burden:** Manage the end-to-end inquiry process and eliminate multiple siloed systems and manual processes. Reduce IT maintenance with a modern solution that evolves to meet changing business needs.

Features



Case management

Automate intake from multiple channels, manage important case details, assign or escalate cases, manage case priorities and workload in line with SLAs or SOPs.



Response package generation

Fulfill inquiries, including assembly and publishing of response packages and manage response components.



Automated cover letter and email response personalization

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



Response fulfillment

Send email responses directly from Vault MedInquiry without the need for an external email client.



Controlled content distribution

Share response documents by a secure link that controls access and expiration. Ensure your content is always current and approved.



Adverse event capture

Capture data related to an adverse event as part of a medical inquiry case and export to pharmacovigilance/safety system following E2B R3 guidelines.



Compliance

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



Medical insights

View progress with detailed, easy to use metrics across the entire medical information lifecycle – from operational metrics, to strategic measures, such as trending topics and most utilized fulfillment documents.



Connected medical ecosystem

Gain efficiencies with an open, published Vault API to easily integrate with complementary solutions, such as quality and safety systems.

