

# Assessing Your Medical Inquiry Management Solution

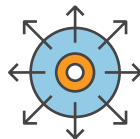
Outdated and often unsupported legacy technology can not only impact the distribution of important information to patients and HCPs, degrading credibility, but also increase administrative burden and cost to medical information teams.

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



## Supports 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



## Interoperability and synergy with wider medical ecosystem

- 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



## Provides real-time insights

- Easy-to-use dashboards and reports
- Progress tracking across entire lifecycle (operational metrics to strategic measures)
- Analyze data at global and local levels



## Adapts 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)