

www.techsolcorp.com/medinquirer



ADVANCING MEDICAL INFORMATION
FOR **BETTER HEALTHCARE**

MedInquirer
TECHSOL



OVERVIEW

Techsol's MedInquirer is a market-leading, comprehensive Medical Information and Inquiry Management System, build to meet your compliance and quality needs. It offers a highly configurable interface that facilitates rapid and accurate information gathering from a variety of sources and provides tools to seamlessly distribute cases to the appropriate teams. MedInquirer Analytics offers a flexible and robust reporting and dashboarding platform to ensure internal and external users are kept up-to-date on critical metrics via pre-configured reports, ad-hoc reports, or dashboards. Because it is a cloud-based system, you are always using the most current version, without incurring the costs of validation, technical support, or IT infrastructure.

In short, MedInquirer is a comprehensive platform that enables a truly global medical information database deployment. It increases the operational efficiency of your Medical Information group by employing the best in class technology to collect, manage and respond to medical information, product complaint, and adverse event reports across all user groups.



MEDICAL INFORMATION INTAKE

Multichannel Case Intake allows your team to receive and respond to inquiries from virtually any mode of communication, including:



Email



Voice Mail



Web Portal



Mobile Application



CRM

Medinquirer's user interface can be configured to provide standardized agent interaction for all modes of communication, ensuring accurate and efficient intake across channels

Its optional built-in Computer-Telephony Integration rapidly presents the agent with all previously collected caller details, supporting reduced call times, enhanced caller satisfaction, and higher quality data.

CONTENT MANAGEMENT

Robust and intelligent management of your content, driven by a compliant and controlled system to support the lifecycle of your Documents, Templates, and FAQs.



- Simple creation and maintenance of Standard Response Documents, Enclosures, Letter Templates, Email Templates and FAQs
- Local and Global Content can be setup with version control, auto-expiry and flexible access configurations
- Highly configurable workflow, with advanced check-in/check-out capabilities and approval processes
- Modular Standard Response Document setup with document merge and concatenation capabilities
- Validated Adapters for integration with popular platforms like 'Veeva Vault, MS 365'



RESPONSE FULFILLMENT

Modular response package module enables quick and accurate responses.

- Easy creation of verbal and written responses with internal review process
- Configurable standard response letter and cover letter templates with edit features to create custom response
- Modular response package enables creation of quick and accurate responses with context-based content search and usage instructions
- Multichannel sharing of Response Package



ADVERSE EVENT/ PRODUCT COMPLAINT

Seamless transmission of Adverse Events and Product Complaints

- Configurable interface facilitates Intuitive Data Capture forms for AE and PC intake
- Validated adapters allow two-way integration with most popular Drug Safety and Product Complaint systems
- Choice of manual or automated transmissions to downstream systems
- Standards-based, validated E2B/HL7 two-way integration adapter with leading industry Drug Safety Databases



ANALYTICS

Gain Insight, Faster and Better Answers with real-time Analytics

- Fully integrated, enterprise analytics layer that provides ad-hoc and standard reports, drill-down charts and graphs, and enables holistic views to present operational efficiency and effectiveness
- A comprehensive set of standard reports that can be augmented with client-specific custom reports driven by configurable database views that enable integration with in-house business intelligence platform

DATA ANALYSIS - MI REQUEST CATEGORY 1



QUALITY

Comprehensive set of Quality tools with integrated standard-based compliance

- Configurable quality checks, based on your business rules and standards, function throughout the case lifecycle
- Prospective Quality Review with ability to evaluate a case in real-time assigning severity and comments
- Retrospective Quality Review with on-demand and scheduling options
- Compliant with GxP, 21 CFR Part 11 for Electronic Signatures and Records
- Comprehensive Audit Trail for all data activities



MEDINQUIRER M

Mobile-based data intake solution for field representatives and MI booth agents

- Simplifies the process of collection and transmitting of MI, AE, PC in a quick and effective way with bi-directional communication
- Capture request information, reporting data, images, scanned documents and voice recording
- Quickly scan QR Codes to auto-capture requestors contact information
- Apps for Smart Phone, iPad and Tablets with iOS, Android and Windows as supported platforms



DATA PRIVACY AND PROTECTION

Built-in Data Privacy and Data Protection Rules for Global Deployment

- Rules setup via configuration to encrypt or delete data to enforce country specific data protection requirements, regardless of the system's physical location
- Data retention rules set-up by contact type, consent type and retention days
- Option to exclude rules on AEs and POCs

CLOUD PLATFORM AND VALIDATION

Delivered on a fully managed cloud with built-in upgrade cycles

- GxP compliant platform offers unmatched SLAs:
 - 99.9% availability
 - RTO of up to 4 hours & RPO of up to 30 minutes
 - 24 x 7 x 365 Service Desk
- Up-to-date cloud application with built-in upgrade validation cycles
- Unique platform validation approach (GAMP 5 deliverables) enables 80% reduction in change management effort and validation costs



ABOUT TECHSOL

TECHSOL CORPORATION IS A NICHE INFORMATION TECHNOLOGY PRODUCTS AND SERVICES COMPANY FOCUSED ON DELIVERING INNOVATIVE SOLUTIONS TO PHARMACEUTICAL AND LIFE SCIENCES INDUSTRY. TECHSOL OPERATES FROM ITS OFFICES BASED IN PRINCETON, NJ AND HYDERABAD, INDIA.



info@techsolcorp.com
www.techsolcorp.com/medinquirer

