

## Contact Centers



Alphanumeric offers a full-service, fully remote or in-person Medical Information Contact Center services to meet the needs of our Life Science clients globally. Through partnering with our clients to understand their needs, we ensure the delivery of an optimal medical information customer experience while maintaining compliance with regulatory guidelines. We provide a client-dedicated team of experienced Life Science Customer Service Agents for triage of incoming calls and Health Care Providers (HCPs) experienced in medical information.

### – Our Services Include –



#### **Medical Information Contact Center/ Fulfillment**

Supports HCPs , patients, and vendors regarding prescription medications

- Triage support structure
- On label and off label
- Recognition and documentation of adverse events - Product Quality Complaints (PQCs)
- Drug content
- Fulfillment of HCP documentation requests



#### **Consumer Medical Information Contact Center**

Supports consumers and HCPs regarding prescription and Over the Counter (OTC) medication

- On-label product information only
- Recognition and documentation of adverse events - PQCs
- Consumer support
- Patient support



#### **Vaccines Service Center**

Supports ordering and financial aspect of vaccines

- Inbound calls for ordering/tracking of vaccine products
- Order modification
- Refunds/returns



#### **Clinical Support Help Desk**

Provides internal and external support for clinical trial platforms

- Technical support for the different systems used to track clinical trials
- Adverse event reporting
- 50+ languages supported globally
- Support 7x24x365



#### **Pharmacovigilance Contact Center**

- Supports follow-up for serious and non-serious AEs/Special Cases with HCPs, Patients and Consumers on a Global scale
- Reports on additional AEs/PQCs as identified for new patients as they arise
- Triages to the appropriate Medical Information teams to support further queries from HCPs, Patients, Consumers
- Reports and provides documentation on a Global setting to assist with AE reporting to Health Authorities as per Regulatory guidelines

