



Medical Inquiries & Information on the CARA Life Sciences Platform™

Deal with incoming Medical Inquiries and Information requests via call centres, emails, and more. Real-time searching for answers, including automatic sending, and full per-country data privacy handling.

Benefits



Case Management

Case management for medical information inquiries with convenient case entry for local MI professionals and call centres.



Data Retention

Personal data retention management in accordance with individual country requirements.



Portal

Simple and secure portal for third-party access for direct contribution to case information.



Efficiency

Automated response package preparation for reduced turnaround time.

Features

Country Security

Highly configurable security, allowing for management of inquiry and document security per country.

Content Workflows

Responses authored, reviewed, and approved by therapeutic area specialists and local MI professionals.

Correspondence & Email Integration

Inquiry ingestion via automated email interfaces.

Transmission Interfaces

Adverse event management interfaces including the possibility for transmission via ICH E2B (R3) ICSR standard.

Automated Review

Automated review cycle for standard response documents in coordination with local transitions.

Automatic Translation

Automated translation to English for local language inquiry narratives.

Contact us for a demo or evaluation
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