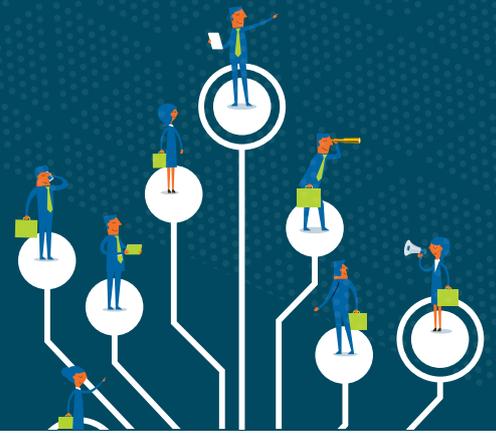


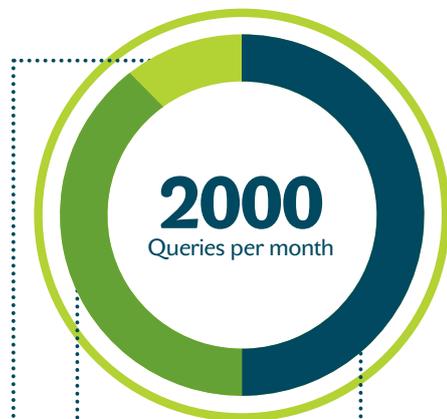
# Medical Information

Providing accurate, balanced and timely responses to medical information enquiries.



Our robust infrastructure, cutting-edge technologies and industry expertise mean that we're ready to step in 24 hours a day, 365 days a year, with a flexible service you can trust.

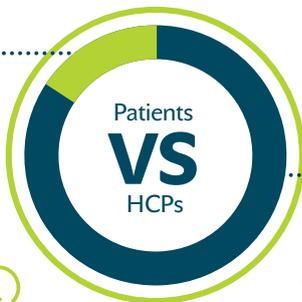
## Our Service



**1000**  
Vaccines

**900**  
Pharma

**100**  
Speciality



**30%**  
Patients

**70%**  
HCPs

**99%**

Patients queries closed within five days

**95%**

HCP queries closed within five days

**98.5%**

Percentage of calls answered in target time

With queries taken across the following sources



Email



Phone



Fax



Letter



Web

Our scalable services mean we can provide anything from a specific service for a particular product to a complete medical information offering across a franchise or franchises (with specific teams dedicated to each product). Our suite of services include:

- Medical Information request handling (first and second line)
- Adverse event and product complaint reporting
- Patient support and adherence
- Clinical trial information support

Within each of these services, we can deliver flexible staffing models and operational hours to meet your changing needs.

### Compliance



Ashfield Quality Management Framework and processes ensure best-in-class operational control and quality management.

### PIPA Guidelines



Service delivery follows the principles of PIPA medical information guidelines.

### Audits



Successful audits by our clients and other regulatory bodies.

### GDPR



Service monitoring to ensure that we are complying with GDPR guidelines.

## Our People

Our medical information officers are carefully selected, trained and monitored in order to provide an exceptional alternative to in-house teams.

Every representative is qualified with a minimum of a first degree in a scientific subject, such as **pharmacy, bio-medical science and medicine**. Many of our people also hold higher qualifications including MSc, PhD and MD.

**"Ashfield Medical Information has played an important role in enabling our company to provide quality medical information to healthcare professionals, members of the public and patients."**

UK and Ireland, Medical Information Manager, a Global pharmaceutical company.

For more information contact:

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www.ashfieldhealthcare.com