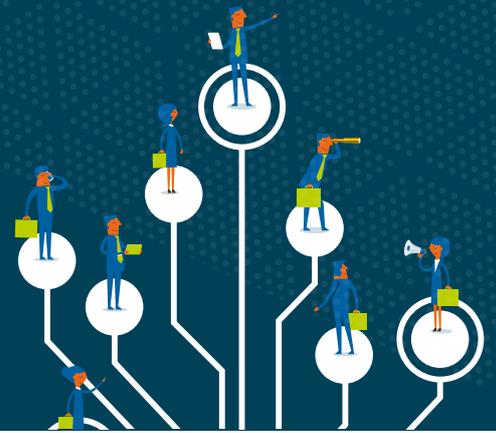


Medical Information

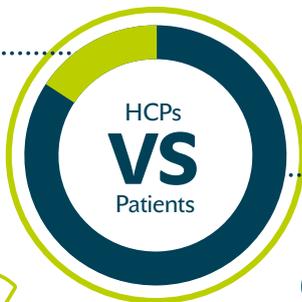
Providing accurate, balanced and timely responses to medical information enquiries.



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



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:

- Adverse event Intake / Reporting**
- Medical and Technical Information Request Handling** (Tier 1 and 2)
- Standard Response Content Creation, Customization and Maintenance**
- Be Ready / Crisis Management**
- Compassionate Use**
- Patient Registration**
- Product Complaint Handling**
- Patient Adherence/Patient Support**
- Clinical Trial Support**
- REMS Support**



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



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



Audits
Successful audits by our clients and other regulatory bodies.



Capacity
Over 750 contact center seats.

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 anticipated our future and built a team that would grow with us!"

Vice President, Medical Affairs, a Global Pharmaceutical Company