



Streamline AE, PQC & MI Call Handling Operations

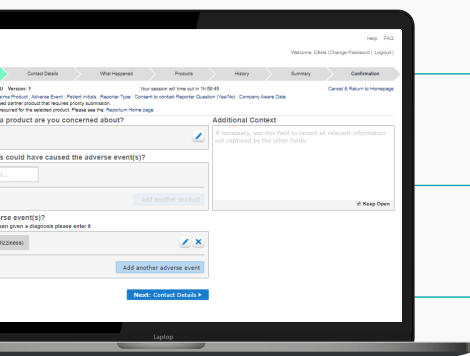
Call Centres

Call centres are typically responsible for a high percentage of safety report entry. However, the nature of the reporting process means it is hard to control, often involving complex fixed pdf forms that can lead to incomplete data and require follow-up to achieve the desired level of data quality. Reportum[®] is a highly scalable, centralised solution that empowers call centre teams with the standardised tools, knowledge and support to transform process efficiency and data quality to ensure consistent and accurate data collection.

BENEFITS

- ✓ **Standardise** safety reports across all call centres and affiliates
- ✓ **Case** cloning enables rapid compilation of reports on multiple patients
- ✓ **Eliminate** manual data entry into the safety database
- ✓ **Capture** complete, relevant data on first interaction
- ✓ **Improve** call centre operative experience
- ✓ **Eliminate** manual reconciliation

KEY FEATURES



Workflow experience is tailored to the call centre

FAQs and triggered questions surfaced instream

Automated E2B transfer & reconciliation



Reduction in call centre case capture, triage, and QC



Reduction in downstream case processing effort

**mymeds&me consolidated metrics*

VALUE



Increase call centre efficiency



Increase report quality



Reduce need for follow-up



Reduce case processing effort



End-to-end traceability from report creation through to safety database

GET IN TOUCH TO FIND OUT MORE:
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Capture Purer Data, Faster