MyMeds&Me®

Capture Purer Data, Faster
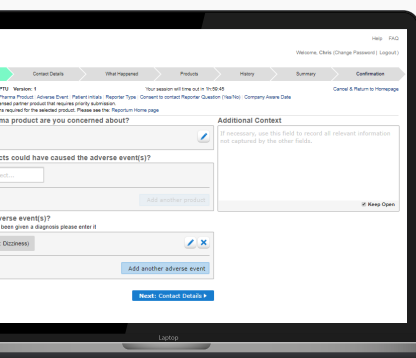
Capture Patient Data Direct From Source

Patient, Caregiver, and HCP Reporting

A complete picture of drug safety cannot be created if only part of the available data is captured, however the current adverse event capture process involves a maze of reporting routes across pharma companies and regional regulators. This creates a barrier to reporting, resulting in adverse events going unreported. Reportum® enables pharma to provide an easily accessible, self-service solution to simplify reporting for patients, caregivers, and healthcare professionals (HCPs), maximising the number of complete and accurate reports captured without increasing human effort.

BENEFITS

- **Capture** complete, relevant data on first interaction
- **Access** data in real-time
- **Eliminate** manual reconciliation
- **Eliminate** manual data entry into the safety database
- **Enable** reporting of standardised safety information from patients, caregivers, and HCPs

KEY FEATURES

- Simple, intuitive forms to guide completion
- Multilingual solution
- Automated E2B transfer & reconciliation

70%

Reduction in safety team workload

mymeds&me consolidated metrics

VALUE

- Reduce pressure on call centres
- Encourage direct reporting via a trusted process
- Increase report quality
- Reduce need for follow-up
- Reduce downstream case processing effort

Global solution with simple, self-service interface enabling public reporting via corporate & product websites.

CLIENT CHALLENGES

Traditional public safety reporting systems capture information via email, fax, or telephone. As a result, reports are unstructured and frequently incomplete, which require a lengthy, often unsuccessful, follow-up process to gather the necessary information for analysis and regulatory reporting. Typical challenges for pharmacovigilance teams include:

> Missed reports as patients are not aware of how or where to report

> Errors and missing information as reports are unstructured

> Lengthy, frequently unsuccessful, follow up process

> Inefficient, highly manual, case processing

REPORTUM SOLUTION

The Reportum platform provided a centralised solution to streamline and standardise safety reporting, including those direct from patients, caregivers and HCPs. The easy-to-use and dynamic user interface maximizes the capture of relevant data at source through:

> Empathy-driven, local language workflow

> Simple journey to support and prompt users to input key information

> Option to choose between static form vs dynamic chatbot

> Standardised capture & distribution of AEs, MIs & PQCs

> Automated data transfer direct to the safety or quality database

BENEFITS OF THE SOLUTION

The implementation of Reportum enabled our client to capture adverse events, medinfo reports and product quality complaints direct from source and in real-time. Specific benefits included:

Increased report quality through standardisation of data points	Faster case registration into the safety database via E2B transfer
Reduced downstream follow-up and case processing effort	Encourages reporting to build openness and public trust

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