

Medical information services

Best-in-class medical inquiry
management for informed decisions



With a rich history of delivering successful medical information services to our pharma clients, HCLTech understands the critical importance of accurate and timely information in healthcare. From medical information inquiry management to adverse events and product complaint intake, writing and triage, our comprehensive suite of medical information program services covers the entire spectrum.

Our team of experienced healthcare professionals is well-prepared to address our client's unique needs with efficiency and expertise. We prioritize industry compliance and adhere to strict regulatory standards, ensuring the highest quality and security of data.

Combining our industry expertise with advanced technology, we provide high-quality, value-driven services that enable our clients to make informed decisions. Our actionable insights and automated processes enhance the efficiency and effectiveness of medical information services, ultimately benefiting patient care and safety.

Our offerings

HCLTech effectively and empathetically delivers medical information to healthcare professionals and consumers, empowering them to make informed decisions. We go beyond just providing information, as we also assist our clients in gaining a better understanding of their target market, controlling costs and enhancing their competitive edge.

Medical inquiries

- Medical or Product information
- Reimbursement or Replacement
- Adverse events or Product quality complaints
- Clinical trials



Global support

- Available in 20+ languages
- Regional hub model
- In-country support

Medical writing

- Create, update, periodic review of standard response or regulatory sensitive documents
- Comprehensive literature search and reporting
- Knowledge management and process streamlining
- Comprehensive document management system, interfaced with cross functional R&D and beyond



Key solution highlights

- 650+ medical affairs staff with experience ranging from 2 to 35 years
- Full-service medical information call centre (MICC)
- Patient support
- Product information
- On/Off label inquiry management
- AE (adverse events) and PQC (product quality complaints) intake, interface with pharmacovigilance and other R&D verticals

The HCLTech advantage

- **25+** years of experience
- **40+ clients** with 100% audit compliance
- **ISO** certified
- Thorough **case intake** and processing
- Experience in **30+** therapeutic areas
- **99.9%** AE & PQC same day identification and intake
- Licensed healthcare professionals with **24x7** availability
- Fully **compliant** service with an emphasis on engagement
- A true partner committed to **end-to-end** accountability

At HCLTech, we are dedicated to deliver exceptional medical information services that not only meet the needs of healthcare professionals and consumers but also enable our clients to drive growth, improve outcomes and achieve success in their respective markets.

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 221,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2023 totaled \$12.9 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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