



Together for accurate and reliable Medical Information

Our 24 x 7 medical information contact centers equipped with state-of-the-art technology offers customizable, multichannel and multilingual support to biopharmaceutical and medical device companies worldwide.

Our processes are regulatory compliant and come with the assurance that approved, accurate and consistent information is provided to patients and healthcare professionals swiftly.

Channels of communication



Our Services

Full-range of customizable services:

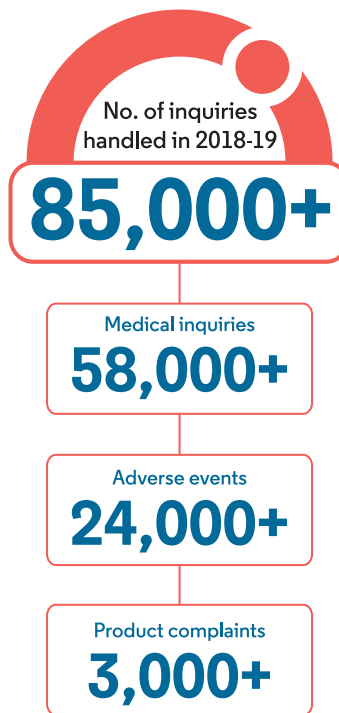
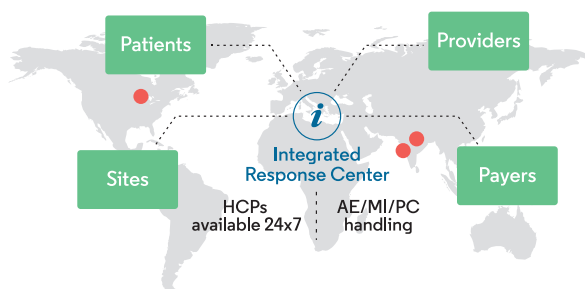
- Medical Information Services, including handling and processing of medical enquiries, adverse events and product complaints
- Development and maintenance of standard and custom response letters
- Training of field force and MSLs
- Clinical trial support
- REMS support
- Patient and HCP engagement programs



Delivery models

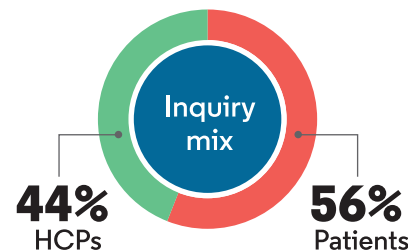
We offer customizable solutions that address your business needs:

- Dedicated resources
- Shared services
- Hybrid model



Our Speciality

- Services delivered by trained & experienced pharmacists/physicians with over 50 years of cumulative experience in MI
- Multi-lingual support in 30+ languages
- Coverage in 30+ countries
- Multi-speciality therapies
- Resilient infrastructure across 3 Global facilities (Princeton, Delhi, Ahmedabad)
- Integrated PV & MI Response Centers
- Flexibility to handle unpredictable call volumes



Safety

Risk
Management

Medical
Information



APCER
LIFE SCIENCES

Together For Better Health

Medical Writing

Regulatory Affairs

Quality Assurance
& Auditing

Technology

