



BROCHURE

# Together for Accurate and Reliable Medical Information

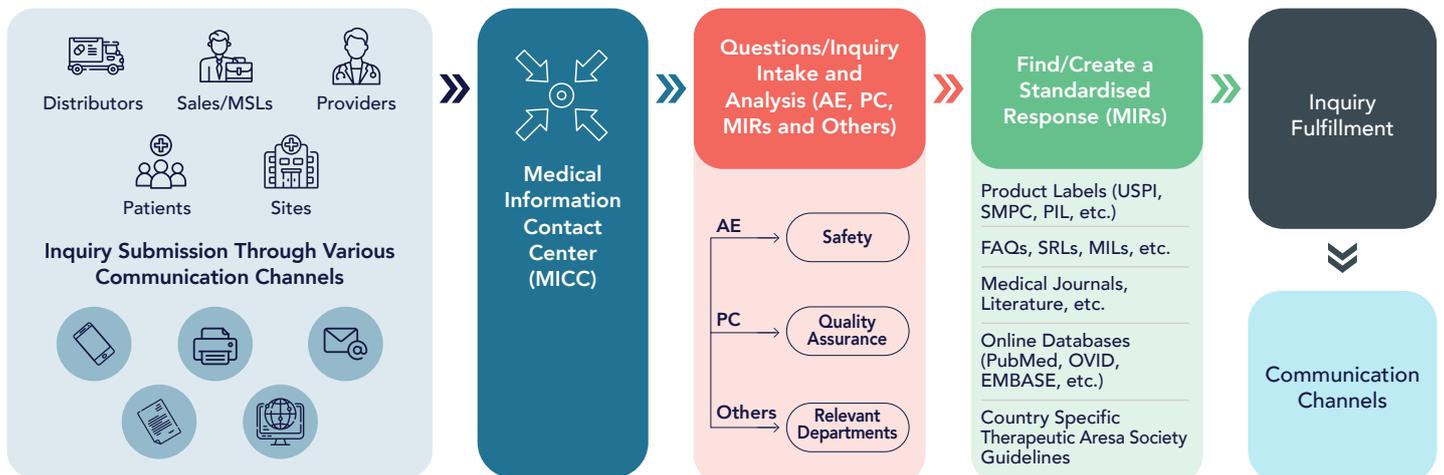
Our 24x7 medical information contact centers are equipped with state-of-the-art technology which offers customizable, multi-channel and multi-lingual support to biopharmaceutical and medical device companies worldwide.

APCER provides you assurance that needs of patients and healthcare professionals are handled accurately, consistently and with the urgency you expect, and our processes are fully regulatory validated ensuring compliance.

## Our Services

### INTEGRATED RESPONSE CENTER:

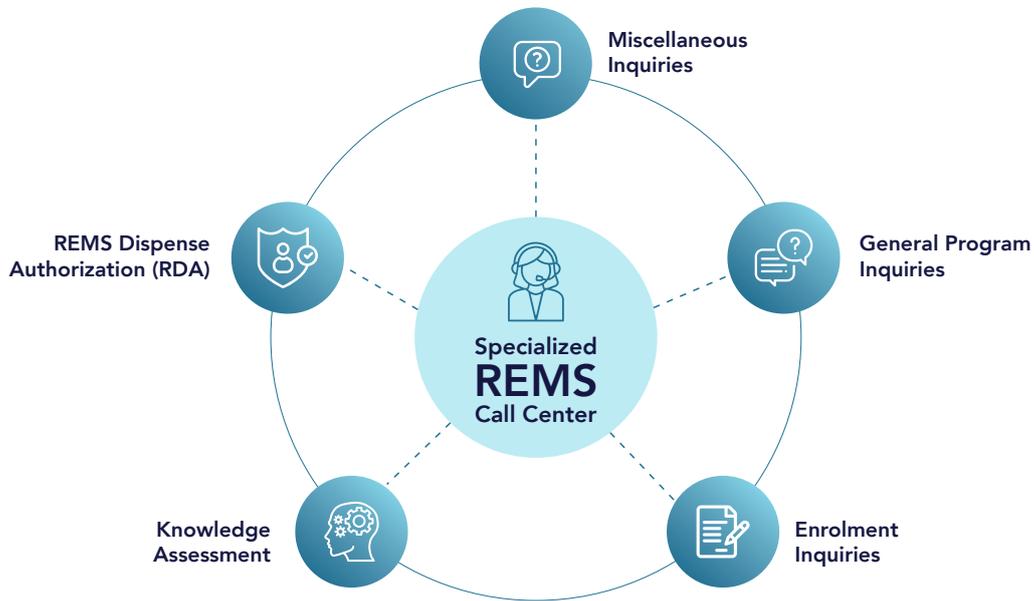
- Medical Information services, including handling and processing of medical inquiries, adverse events and product complaints
- Development and maintenance of standard and custom response letters and FAQs
- Clinical trial support
- Hosting of validated medical information database



## Specialized REMS

Our Medical Information team has the capability to handle end to end activities for a specialized REMS contact center including but not limited to providing support for general program inquiries, patient/physician/

pharmacist enrollment/registration and knowledge assessment support. Our MI team also manages patient support programs, post-authorization registries, and compassionate use programs.



## Delivery Models

We offer customizable solutions to address your business needs:



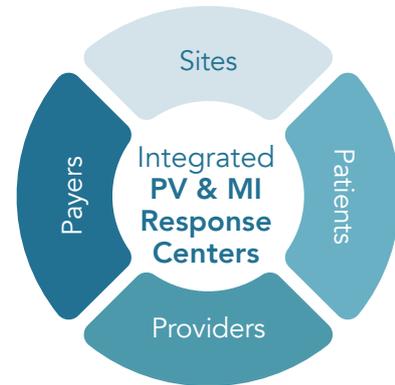
Dedicated resources



Shared resources

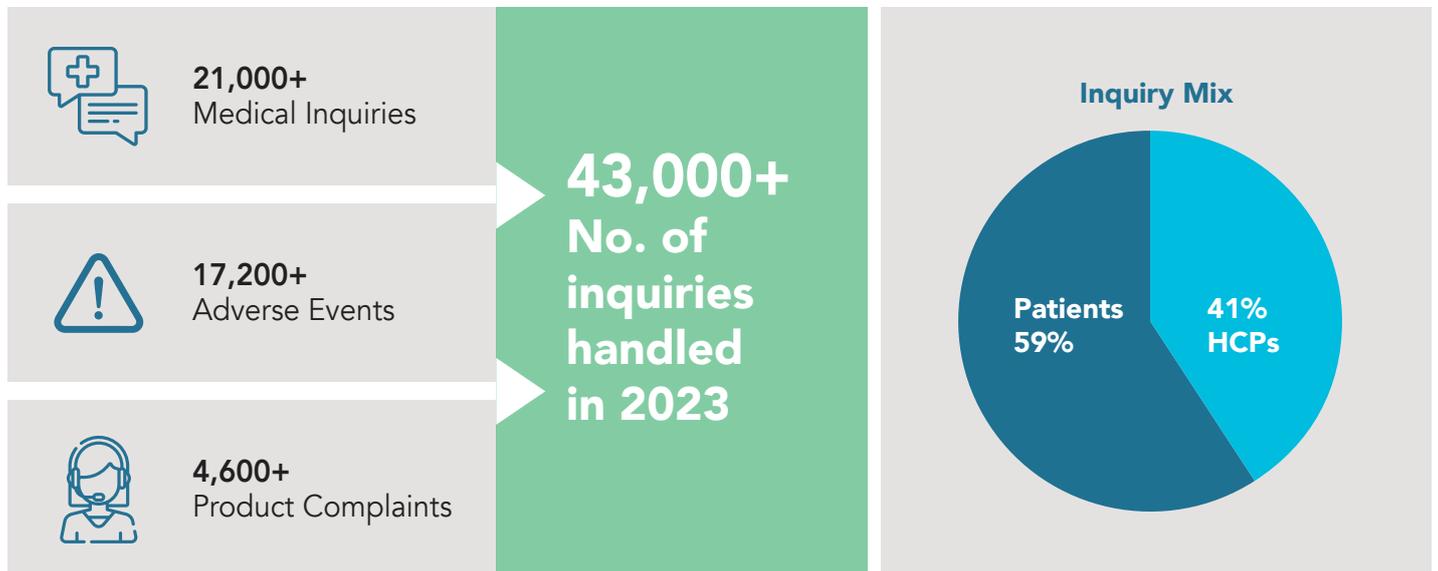


Onshore/Offshore Hybrid model



HCPs available 24X7

AE/MI/PC handling



## The APCER Advantage



### Domain Expertise

- Managing complexity and compliance with 100% HCPs, including 100+ physicians on delivery teams
- Fully integrated and GAMP-5 validated technology platforms – IRMS, RingCentral, and Chat systems
- Expansive portfolio coverage through our multi-therapeutic expertise across product types



### Global Presence

- Integrated response centers in the US, Canada, and India that can manage overflows or spikes
- Medical information coverage in 50+ countries and 30+ languages, scalable to 100+ languages
- 24x7x365 coverage across all time zones



### Client Focus

- A dedicated and/or shared team model that is scalable
- Fully customizable AE, PQC, QA, and content management modules
- Specialized services for REMS programs, patient support programs, post-authorization registries, and compassionate use programs
- Robust processes for handling requests/inquiries from healthcare providers and patients/consumers, sales representatives, and online website submissions



### Quality and Compliance

- Extensive track record of supporting successful regulatory inspections
- Unparalleled quality, data privacy and information security with ISO 9001:2015, ISO 27701:2019, and ISO 27001:2022 certifications
- Delivering 100% quality SLAs for critical fields and >99.6% for non-critical fields, with abandonment rates consistently below 5%

#### Abbreviations:

FAQs- Frequently Asked Questions

REMS- Risk Evaluation and Mitigation Strategy

HCP- Healthcare Professional

PV- Pharmacovigilance

MI- Medical Information

PC- Product Complaints



Together for better health  
Part of APC Group

APCER Life Sciences is committed to improving health in partnership with its clients. We bring together safety, medical, regulatory and technology resources to ensure that patients receive the safest, most effective therapies possible.

We are an ISO 9001:2015, ISO 27001:2022, and ISO 27701:2019 certified company.

Learn more at [www.apcerls.com](http://www.apcerls.com) or contact us at one of our global offices: Americas: (+1) 609 455 1600 • Europe: (+49) 2409 725 6120 • UK: (+44) 208 326 3220 • Asia: (+91) 11 4650 0802

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