

Your Trusted Partner for Comprehensive Global Medical Information Solutions

PrimeVigilance's seasoned Medical Information (MI) support for MI, adverse event and product complaint intake, follow-up, and other extended MI services. Our multilingual international team provides critical information to ensure proper medication use and safety tracking for patients and caregivers.

Full-Service Offerings including:



1st and 2nd
Line Support



Content
Management



SRD Creation



AE/PQC Intake
and Follow-up



Returns
Management



Patient Assistance
Programs (PAP)



24/7/365
Support

Unique Benefits of PrimeVigilance's Medical Information Services

- **Integrated MI and Pharmacovigilance (PV) Services:** Delivering efficient and streamlined MIPV provision.
- **Global, Multilingual Expertise:** Multilingual, in-region teams ensure seamless global coverage with local languages.
- **Unparalleled Regulatory Intelligence Network:** Ensuring global and local compliance.
- **High HCP and Advanced Degree Density:** Over 70% of staff are healthcare professionals or hold advanced degrees, ensuring expertise and quality in information delivery.

Tailored Solutions for Your Unique Needs

- PrimeVigilance provides customized, scalable and cost-efficient solutions.
- Global technology systems are customizable to bespoke customer needs.
- Flexible delivery models:
 - On-shore or off-shore resourcing
 - Dedicated, hybrid, shared staffing service models
 - Utilization of PrimeVigilance or client technology
- Centralized content management and customer insights that drive operational efficiency.



Why Choose PrimeVigilance?

1

Innovative Solutions and Technology Investment

Advanced technology and offering cutting-edge solutions to meet evolving client needs.

2

Patient-Centered Approach

Utilize our MI professionals to directly engage your customer base through patient support and assistance programs.

3

Customized and Flexible Approach

We are committed to adapting to meet your specific needs.

4

Multi-Channel Communication

Meet your customers where they are—through self-service portals, live chat, websites, phone, or email.

5

Data-Driven Insights

Leverage MI insights to gain a better understanding of your customers, leading to improved outcomes.

Reliable. Scalable. Compliant.

With a global footprint and a network of subject matter experts, including QPPVs and former regulators, PrimeVigilance delivers unmatched ICSR capabilities across the EU, US, APAC, and beyond.

Ready to Partner? Contact Us Today!



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