



# THE Medical Affairs COMPANY

## Outsourced Medical Information Call Center & Support Services

The Medical Affairs Company® (TMAC®) has provided customized, compliant solutions to communicate essential product information on behalf of clients for over 20 years. TMAC's qualified Call Center staff is comprised of experienced healthcare professionals (HCPs) with proficiency in the areas of drug/device information and product safety. These HCPs are further assisted by a team of experienced support personnel who coordinate initial intake and triaging of calls to ensure efficient and expedient client service.

Our Medical Information Call Center Service is capable of handling very small to high call volumes and can adapt quickly to fluctuations in volume to ensure adequate coverage. TMAC provides live service during standard business hours, as well as after-hours options. TMAC's Medical Information Specialists are expertly skilled and trained to identify and appropriately process and document potential Adverse Events (AEs) and Product Quality Complaints (PQCs).

Our ability to consistently exceed our clients' expectations has enabled us to maintain long-term client relationships and has made us the industry leader in outsourced Medical Information for small to mid-sized companies.

## Proven Track Record

- TMAC's MICC has partnered with > 80 clients supporting hundreds of products
- Pharmaceutical/biotech/device companies
- Many different therapeutic areas and lifecycle stages
- Branded products and generics
- Experienced team of HCPs and support personnel
- Management team has over 20 years' experience in Medical Affairs

**Contact us today to discuss how TMAC can support your company's portfolio of products.**

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## Medical Information Call Center Services

- Staffed by Healthcare Professionals (HCPs) and other industry experienced support personnel
- Flexible 8-12 hour live support, with after-hours options
- Validated Medical Information database
  - Ability to integrate with other databases
  - Customized activity reports and assessments to meet client needs
- Medical Information/Drug Information/Device Inquiry handling
- Product Quality Complaint (PQC) handling
- Adverse Event (AE) intake
- Literature search & retrieval services
- Support for Compassionate Use programs
- Patient Assistance Program support
- Inbound and outbound call capability

## Medical Writing & Informatics

- Frequently Asked Question (FAQ) development
- Medical Letters
  - Standard Response Letters (creation and revision)
  - Custom Response Letters
- Standard Operating Procedure (SOP) development
- Additional Services
  - Health Hazard Evaluation
  - Promotional Review

## Medical Meeting/Medical Congress Support

- Medical Information Booth Coverage
- Symposia/Poster Reviews
- Competitive Intelligence Analysis
- Development of post-meeting synopses

## MSL & Field Team Support

- Identification of hot topics and creation/distribution of article summaries
- Reactive document retrieval and dissemination to stakeholders