



# State-of-the-Art Medical Contact Center

Scalable, Secure, Agile and Compliant

# Evolving Global Landscape

Despite the proliferation of contact channels available in the healthcare industry today, medical call centers are not going anywhere. In fact, their importance is growing exponentially and they are no longer being utilized solely as receiving front line phone lines, but rather instrumental in gaining safety, medical and commercial information that is not only critical for patient safety, product success and regulatory requirements, but also can be used as a strategic and competitive advantage.

Unfortunately, medical contact centers are not only not satisfying the basic needs of customers (resolving issues in a reasonable amount of time, decreasing wait times to speak with an agent, getting better at first call resolution and eliminating call transferring), but they also struggle to adequately comply with regulatory requirements and lack the analytical reporting tools to identify where problems exist and how to make improvements.

Outsourcing has gone hand in hand with call centers for decades. Whether for budgetary and resource reasons, to provide a better service and quality, or to reap efficiency and productivity gains, many organizations have opted to outsource their call center function at one point or another.

## Contact Center Essentials

Contact center technology, processes and expertise have evolved and accelerated tremendously in the last few years. When looking into a contact center solution organizations should consider the following items:

- Call center software such as on-premise, hosted, cloud-based or browser-based can vary considerably in terms of cost, ease of use, deployment time, security, reliability and uptime
- Call center software features such as telephony, unlimited concurrent calls, ACD, IVR, skill-based routing, call recording, call monitoring, call barging, voicemail, and reporting
- Integration with other systems such as Medical Information, Safety and Commercial systems
- Cutting edge technology that ensures high performance, high uptime and high scalability
- Flexible infrastructure that allows call center operators to access everything they need anywhere in the world at anytime
- Secure and compliant i.e. call recording and encryption so patient data is not exposed
- Around the clock and responsive technical support
- Comprehensive technology and services call center capabilities including voice/telephony infrastructure, professional operators, ability to process/fulfill calls (AEs, medical inquiries, and commercial), business tools expertise (safety database, medical information), regulatory knowledge, case processing, medical review, aggregate reporting and signal detection & risk management





## State of the Art Medical Contact Center

Sciformix's call centers provide compliant medical information and safety services for medical products. Our highly qualified staff, comprised of experienced healthcare professionals (HCPs) and physicians, communicate essential product information and document all safety related calls. The HCPs are assisted by a team of experienced support personnel who coordinate seamless call intake, triage and processing to ensure efficient and expedient client services.

Our state of the art, compliant, secure and high availability (HA) cloud based technology backbone is flexible and can quickly scale to meet your needs. Key quality and productivity differentiators include:

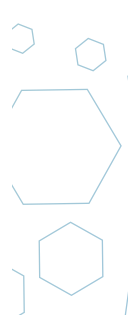
- **Audit Logs:** record any change i.e. delisting an agent, adding agent, change of an extension, change of configuration of call flow
- **Call Records:** contain agent summary reports that determine call center efficiency i.e. how long the call was, time took to take call, inbound or outbound call i.e. missed call and time customer called back
- **Cutting Edge Technology:** ensures high performance, uptime and scalability
- **Plug and Play Implementaion:** quick and easy onboarding of new clients and easy expansion for your growing needs
- **Compliant and Audit-Ready:** adheres to Sciformix Quality Management System
- **Call Barge-in:** so supervisors can barge into a call in a silent way for oversight and training

- **Agent Call Summary Report (per incoming number):** distinguishes which client the call has come in from, enabling accurate billing

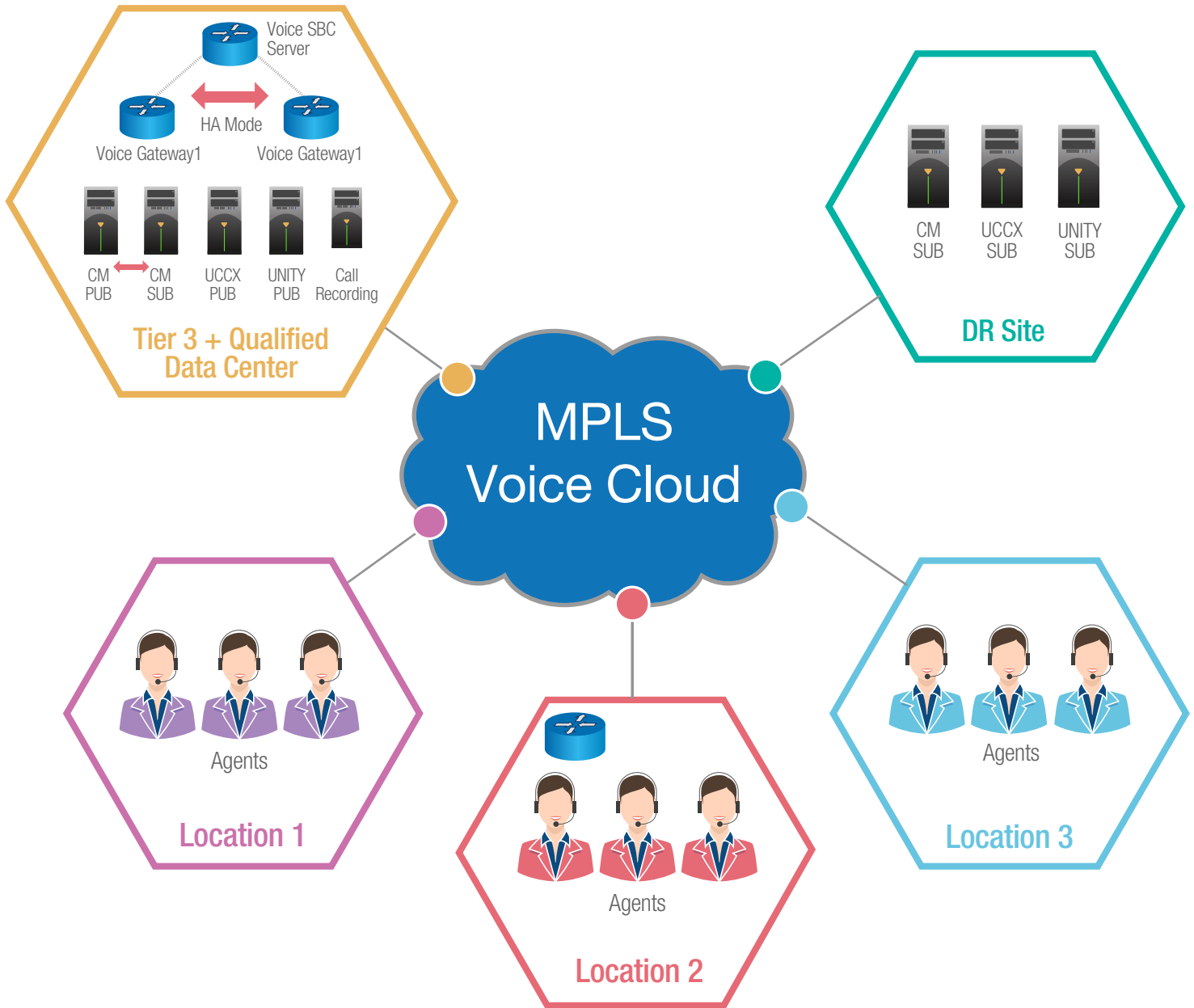
Our Medical Call Center is capable of handling small to high call volumes and can adapt quickly to call fluctuations to ensure proper coverage.

Sciformix's secure, compliant and **hosted Argus Safety database** and IRMS platforms are designed to handle all Medical Information and Drug Safety functions. Our specialists can efficiently record requests for information and accurately report on all necessary activity. They are expertly skilled and trained to identify, process and document Adverse Events (AEs) and Product Quality Complaints (PQCs). Our services are customizable and can include collection of basic information and transferring the case to the client or third party for full processing. Alternatively, Sciformix can provide full processing of PQCs (collect data, facilitate sample return, communicate case closure info) and AEs (submit Individual Case Safety Reports to the FDA) on behalf of our clients.

By partnering with Sciformix, clients can be assured that all medical/product responses and communications with customers are based on a thorough understanding of the products and processes we support, and importantly, are delivered with the highest sense of customer service and care.



# Sciformix Voice Infrastructure



- CM - Contact Manager
- PUB - Publisher
- SUB - Subscriber
- UCCX - Unified Contact Center Express
- HA - High Availability
- DR - Disaster Recovery
- MPLS - MultiProtocol Label Switching

## Sciformix Corporation

1500 West Park Drive, Suite 210  
 Westborough, MA 01581. USA  
 Phone : 1 (877) 576-5005  
 Fax : 1 (508) 302-6520  
 Email : bizteam@sciformix.com

[www.sciformix.com](http://www.sciformix.com)

US | EU | India | Philippines

## Trusted Services. Built on Science.

Sciformix Corporation is a leading scientific knowledge-based organization that provides process, technology and consulting services to the life sciences industry. We collaborate with our clients through the entire product development lifecycle to provide a full range of services from study design to post marketing surveillance and commercialization support.