



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 patients and healthcare professional needs are handled accurately, consistently and with the urgency you expect, and our processes are fully regulatory validated ensuring compliance.

### Our Services

Full range of customizable services:

- 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
- Training of field force and MSLs
- Clinical trial support
- REMS support
- Patient and HCP engagement programs

### Channels of Communication



## Delivery Models

We offer customizable solutions to address your business needs:



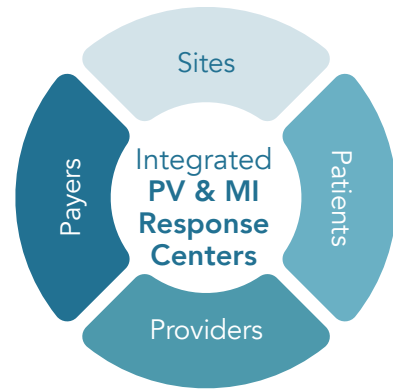
Dedicated resources



Shared resources



Onshore/Offshore Hybrid model

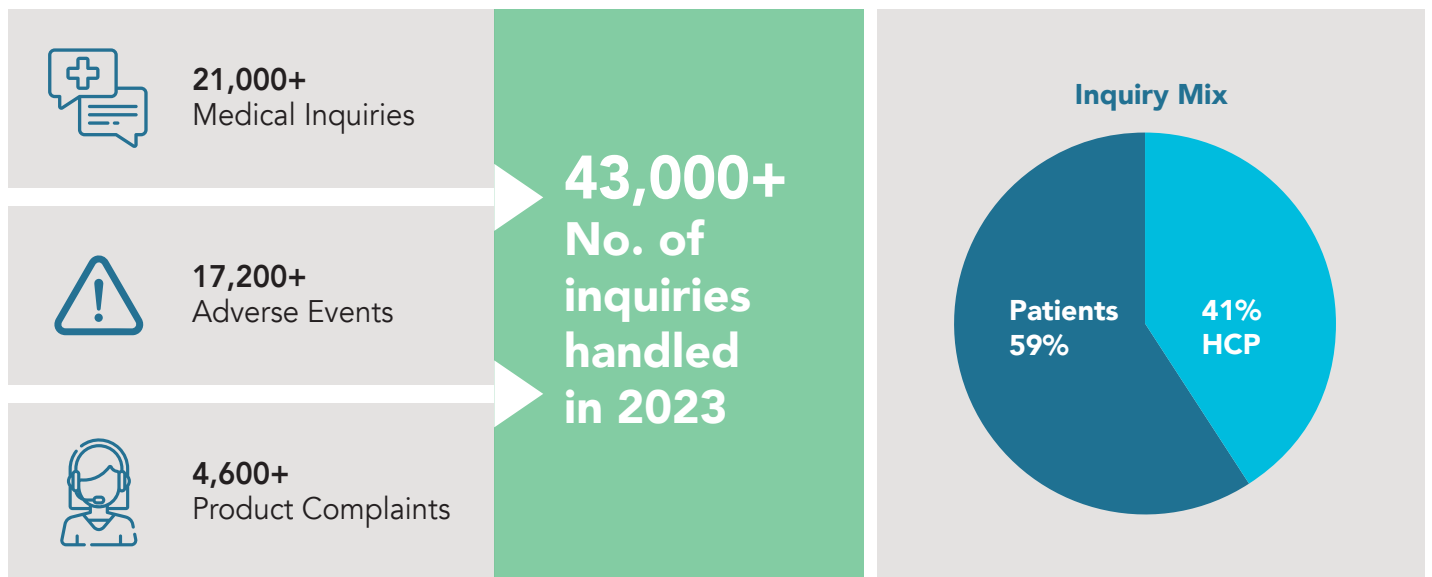


HCPs available 24X7

AE/MI/PC handling

## Our Speciality

- Services delivered by trained & experienced pharmacists/physicians.
- Multi-lingual support, scalable to 100+ languages
- Coverage in 50+ countries.
- Multi-therapeutic experience.
- Resilient infrastructure across 2 global centers (USA and India).
- Integrated PV & MI Services.
- Rapid response scaling up for unexpected call volumes.



### 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

For Business enquiries, please email at: [marketing@apcerls.com](mailto:marketing@apcerls.com)

For General enquiries, please email at: [info@apcerls.com](mailto:info@apcerls.com)