

Position Title: Medical Information Specialist

Location (City/State): India | Pune or Bangalore

Reports to (Position): Medical Information, Client Manager/Team lead / (Associate) Director Medical Information

People Leader: No

FLSA Classification: Exempt

EEO Job Category: Professional

Date Prepared: 10-May-2024

French Language Level : C1/C2

At EVERSANA, we are proud to be certified as a Great Place to Work across the globe. We're fueled by our vision to create a healthier world. How? Our global team of more than 7,000 employees is committed to creating and delivering next-generation commercialization services to the life sciences industry. We are grounded in our cultural beliefs and serve more than 650 clients ranging from innovative biotech start-ups to established pharmaceutical companies. Our products, services and solutions help bring innovative therapies to market and support the patients who depend on them. Our jobs, skills and talents are unique, but together we make an impact every day. Join us!

Across our growing organization, we embrace diversity in backgrounds and experiences. Improving patient lives around the world is a priority, and we need people from all backgrounds and swaths of life to help build the future of the healthcare and the life sciences industry. We believe our people make all the difference in cultivating an inclusive culture that embraces our cultural beliefs. We are deliberate and self reflective about the kind of team and culture we are building. We look for team members that are not only strong in their own aptitudes but also who care deeply about EVERSANA, our people, clients and most importantly, the patients we serve. We are EVERSANA.

THE POSITION:

Medical Information is a critically important customer-facing function that supports the safe and effective use of pharmaceutical company products by providing timely, scientifically balanced, evidence based, non promotional information in response to unsolicited requests from healthcare professionals, patients, caregivers, and payers. Medical Information also plays an important role in post-marketing handling of adverse events and product complaints. As part of the Medical Information Contact Center (MICC) team, this position delivers industry-leading services, which include Contact Center staffing for responding to product information requests, identifying and handling of adverse events and/or product quality issues, and medical writing as needed to generate written response for use in response to medical questions received. This position requires clinical and therapeutic knowledge, critical and analytical thinking, and customer/patient-centric approach. Medical Information Specialists typically support multiple pharmaceutical clients, multiple products, and multiple therapeutic areas.

OUR CULTURAL BELIEFS

Patient Minded I act with the patient's best interest in mind.

Client Delight I own every client experience and its impact on results.

Take Action I am empowered and hold myself accountable.

Embrace Diversity I create an environment of awareness and respect.

Grow Talent I own my development and invest in the development of others.

Win Together I passionately connect with anyone, anywhere, anytime to achieve results.

Communication Matters I speak up to create transparent, thoughtful, and timely dialogue.

Always Innovate I am bold and creative in everything I do.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Our employees are tasked with delivering excellent business results through the efforts of their teams. These results are achieved by:

- Respond to medical information inquiries from physicians, pharmacists, nurses, and other health care professionals, consumers, and payers. Utilize medical information skills to identify, research, and critically evaluate medical literature to create responses to medical information inquiries.
- Utilize writing skills for adverse event and product complaint narrative during intake as well as medical inquiry custom responses.
- Handle requests across multiple channels and platforms (phone, email, CRM, chat, etc.) • Identify adverse events and product complaints during interactions with customers. Perform intake sufficient to generate adverse event and product complaint reports in compliance with EVERSANA-MICC and client standard operating procedures. Knowledge of FDA's post marketing adverse event reporting regulations and safety terminology. Ability to make accurate assessments regarding what information needs to be obtained and level or depth of information to be collected.
- Coordinate processes necessary for responding to product quality-related complaints. This process may involve interactions with personnel in the following departments: Quality Assurance, Regulatory Affairs, and the complainant.
- Maintain product, therapeutic area, and client specific requirements knowledge. • Ensure good documentation, high quality, and excellent customer service.
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.
- All other duties as assigned

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

EXPECTATIONS OF THE JOB:

- **Travel** In general, this position does not travel; however, the incumbent will need to be able to travel up to 10%.
- **Hours:** At least 40 hours per week. Able to work full time and be flexible with work scheduling as required by clients and management.
- **Metrics:** Maintain and contribute toward process improvement which positively impacts metrics associated with activities of the Medical Communications I Contact Center; metrics are subject to change annually or more often as deemed necessary.
- **Customer Services:** Maintain and improve customer services associated with activity of the Medical Communications Contact Center.

The above list reflects the general details necessary to describe the expectations of the position and shall not be construed as the only expectations that may be assigned for the position.

An individual in this position must be able to successfully perform the expectations listed above.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

The requirements listed below are representative of the experience, education, knowledge, skill and/or abilities required.

- **Education** Pharm.D, Master of Science (Msc), B.Pharm, M.Pharm, or any other Life Sciences degree.
- **Experience and/or Training** Excellent documentation skills, excellent verbal and written communication skills, and strong clinical background.
- Must speak, read, and write in **English** and **French** languages fluently.

PREFERRED QUALIFICATIONS:

- **Education** Pharm.D, Master of Science (Msc), B.Pharm, M.Pharm, or any other Life Sciences degree.
- **Experience and/or Training** Excellent documentation skills, excellent verbal and written communication skills, and strong clinical background.
- Must speak, read, and write in English fluently.

PHYSICAL/MENTAL DEMANDS AND WORKING ENVIRONMENT:

The physical and mental requirements along with the work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

PHYSICAL DEMANDS

- Most tasks are performed indoors. Temperature is moderate.
 - Must be able to sit at a desk for up to 8 hours per day. Walking and standing are occasionally required. Length of time of these tasks may vary from day-to-day and task-to-task.
- Requires dexterity to use and operate all necessary equipment.
- Position may include some travel to and from meetings and may include air travel.
- Ability to spend extended lengths of time viewing a computer screen.
- Requires normal range of hearing and vision.

MENTAL DEMANDS

- Emotional stability and personal maturity are important attributes in this position.
- Must be able to analyze complex information.
- Must be able to resolve problems and make effective decisions under pressure.
- Must handle novel and diverse work problems on a daily basis.
- Ability to plan, organize and prioritize multiple tasks.

Office: While performing the essential functions of this job the employee is frequently required to reach, grasp, stand and/or sit for long periods of time (up to 90% of the shift), walk, talk and hear; occasionally required to lift and/or move up to 25 pounds. The noise level in the work environment is usually moderately quiet, with frequent interruptions and multiple demands.

