

MEDICAL INFORMATION, AUTOMATED

Every inquiry gets an assist.

Re-imagining Medical Information processing.

Built on the IRMS platform trusted by teams for 30+ years.



 Captures call & email

 24/7 coverage

 Multilingual intake

 Native to IRMS MAX

⚠ What Med Info looks like today

- Manual capture across calls and email.
- Approved documents are matched by hand, slowing responses.
- Non-English inquiries wait when language coverage is limited.
- Nights, weekends and surge times can go unanswered.

✅ What IRMS Assist does about it

- ✓ Captures every call or email the moment it arrives.
- ✓ Drafts replies from approved FAQs and standard responses.
- ✓ Supports multilingual voice and email intake out of the box.
- ✓ Extends coverage across nights, weekends, holidays and surges.

Choose your starting point

CAPABILITIES	1	2	3
	Intake & Capture FOUNDATION	Drafted Responses ASSISTED	Auto-Resolution AUTONOMY
Inquiry intake via call & email	✓	✓	✓
24/7 / 365 coverage	✓	✓	✓
Automatic case creation in IRMS MAX	✓	✓	✓
Response matching to approved content	—	✓	✓
Drafted responses queued for approval	—	✓	✓
Standard responses sent automatically (high confidence)	—	—	✓

From inquiry to resolution

STEP 1

Inquiry arrives

A call or email comes in, any hour, any language.

STEP 2

Captured & screened

A digital log and IRMS MAX case are created.

STEP 3

Matched to a response

Approved FAQs and responses are matched.

STEP 4

Resolved at the right level

Drafted for approval or auto-sent, per your level.

What a pilot could look like

SCOPE	A defined product or therapeutic area, with a bounded inquiry set, so results are clean and comparable.
HOW	Start at Level 1 intake, then step up to drafted and standard responses as confidence builds, native to IRMS MAX.
PV & QA	Adverse-event signals route to your existing PV process; every action carries a full audit trail.
SUCCESS	Agree measures up front - capture rate, response time and approval quality - then review results together.

Pilot partners

5 SLOTS OPEN

Choose the pilot track that fits how your team wants to participate.

A NAMED CASE STUDY
Featured, with results

B ANONYMOUS
Shared without attribution

C STANDARD
Private, no publicity

Request a demo

See IRMS Assist in action for your Medical Information workflow.

✓ NO IMPLEMENTATION FEE FOR PILOT PARTNERS

REQUEST A DEMO →