

A10 Clinical Call Center Capabilities



A10 Clinical Solutions provides comprehensive clinical intelligence and robust call-center technology to offer superior emergency and regulatory-compliant contact processes for pharmaceutical, healthcare, and consumer and medical product organizations.

A10 brings the experience of quality healthcare expertise including clinical research, adverse event (AE) management, product quality complaints (PQC) pharmacovigilance, regulatory compliance and quality assurance to deliver total pharmaceutical contact management (PCM).

Our clinical call centers deliver 24-hour, 365-days-a-year, multi-language, 50 seat inbound and outbound contact services. We provide help desks, crisis communication centers, commercial trial, and technical-assistance centers. By leveraging A10's experienced clinical resources with state-of-the-art technology and proven processes, clients can reduce product liability, improve risk management and enhance overall customer retention.

A10 Clinical Call Centers Offer:

- Patient Recruitment for Clinical Trials
- Patient and Provider Communications
- Principal operational and crisis interface to provide messaging, branding and guidance to consumers a secure, detailed audit trail for easiest regulatory compliance
- Seamless customer support for urgent recall and/or public health care situations
- Protection of sensitive data
- Highest customer satisfaction with resolution of caller issues within regulatory guidelines

Our Customer Service Representatives Offer:

- High proficiency in healthcare delivery and medical terminology
- 95%+ answer rate
- Outstanding performance on key call-center metrics
- Maximum efficiency
- Multilingual support services

Technology Includes:

- AVAYA® Call Center Equipment
- Cisco® Routers and Switches
- Customizable SQL Database

Scope of Work Includes:

- Providing immediate support services during staff ramp-up
- Training as many as 2,500 Tier 1 and Tier 2 CSRs
- Maximizing training and CSR information-retention-rate through the use of interactive training tools, counseling and individual assessments
- Healthcare expertise and regulatory compliance



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Case Study: Centers for Disease Control and Prevention (CDC)



Members of **A10's** Emergency Preparedness Pediatric Response Team provided consultative assistance for development of all stakeholder and public communications, readiness-response procedures and best practices consulting for the H1N1 influenza pandemic. **A10 Clinical Solutions** served as SubjectMatter Expert contributor for the CDC's multi-disciplinary team consisting of physicians, scientists and public-health consultants.



Case Study: Bay Area Flu Study

A10 managed and supported nursing call center to field calls from parents with children that were experiencing flu-like systems. Once qualified for the research study, A10 bi-lingual medical assistants (English, Spanish, Chinese, (Mandarin), Vietnamese, Cambodian, and Arabic) travelled to the participant's household within a 24-hour window to collect bio-metric data for further analysis.

Case Study: Women's Health Investigation Care Center



After low enrollment rates, A10 was selected to establish a Women's Health Investigation Care Center specifically aimed to communication with potential subjects regarding highly sensitive women's health issues. Focused on increasing participant rate in a multi-faceted and complex protocol study by providing compassionate and highly confidential conversations by well-trained clinicians and research professionals. Showed ability to ramp "Care Center" up in 72 hours and significantly increased enrollment at 36 research sites around the country within 30 days.

Additional Services Offered:

- Interactive Voice Response System (IVRS)
- Voice Broadcast System
- Desktop development/ reporting system
- Data entry and surveys
- TTY services
- Strategic instructional training
- Curriculum and script development

Assumptions:

- Evening Shift +5%
- Night Shift +10%
- Tiers 1, 2 and 3 agents
- Additional charge for some languages may apply

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