



PEOPLE-FIRST APPROACH TO MEDICAL INFORMATION

Since our inception in 1978, our medical information program has developed industry best practices and gained complex case management experience, specializing in oncology and hematology. By outsourcing your medical information services to the Rocky Mountain Drug Center, a trusted cost effective US-based vendor, you enable your firm to stay in compliance with the increasingly complex regulatory requirements of the FDA. Many of our clients express that our services give more time for their experts to focus on the signals and science over the routines of post market surveillance.



FDA and global regulatory compliant medical information programs



Mission-based organization valuing relationships over transactions



Average of 67% cost reduction when compared to an internalized medical information program



15+ years medical information experience specific to oncology and hematology



Expert turn-key onboarding contact center and technology solutions with a robust SOP/work instruction library



96% client retention rate, >90% staff retention, above industry average tenure and annual NPS score

With a predominantly Pharmacist (RPh) team, we pride ourselves in creating an adaptable, scalable, customer-service focused approach to accent your market access and distribution strategy. Regardless of an organizations size or experience bringing products to market, Rocky Mountain Poison & Drug Safety will work with your medical affairs team to customize a solution for your organization.

WE INVEST IN TECHNOLOGY

Our Gartner-recognized strategic partners allow us to define industry standards through best practice refinement. We bring forward client-centric solutions creating greater drug insights through analytics.



SERVICES WE OFFER

Medical Information & Pharmacovigilance

- 24/7/365 Omni-channel contact center
- Overflow and after hours call support
- Adverse event (AE) / special situation recognition and reporting
- Product complaint (PC) recognition and reporting
- AE and PC follow-up services
- PC sample retrieval
- Medical management triage
- Digital medicine and technical support
- Pre & postmarket support
- Risk evaluation and mitigation strategy program (REMs)

Medical Writing & Content Management

- Standard Response Document creation
- Custom response development
- Translation services

Other Services

- Real-time interactive analytics dashboard
- Commercial and medical team triage and communication
- Corporate directory assistance, customer service support, and triage
- Collaboration with patient support programs and specialty pharmacies
- Conference booth support

LET'S HAVE A CONVERSATION

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ABOUT ROCKY MOUNTAIN POISON & DRUG SAFETY

Established in 1956, Rocky Mountain Poison & Drug Safety, a division of Denver Health, specializes in research, education, prevention, and treatment services that span the lifecycle of a drug or consumer product and are designed to meet the unique and complex needs of public health, government agencies, and the pharmaceutical and consumer products industries.