DIGITIZING PHARMACOVIGILANCE WORKFLOWS FOR SAFER PATIENT JOURNEYS

PROBLEM STATEMENT

A global pharmaceutical company offering oncology and immunotherapy products was under pressure to ensure strict regulatory compliance and traceability across its prescription-to-dispensation lifecycle in high-risk medications.

Manual prescriptions caused errors among HCPs and pharmacists.

No centralized system for eligibility and drug tracking.

Compliance gaps with GAMP 5 and GDPR made audits risky.

Delays in documentation and communication.

INT.'S SOLUTION

INT. a Delivered a secure **Pharmacovigilance Platform**, automating the cycle from prescription to fulfillment.

- ✓ **Digital Prescription Portal:** Healthcare professionals submit treatment requests with documentation and patient info.

- ✓ **Medical Coordinator Validation:** Requests are reviewed for approval or returned for revisions.

- ✓ **Pharmacist Interface:** Dispensation occurs after approval, with a digital acknowledgment process.

- ✓ **Audit Trail & Compliance:** Maintains a time-stamped record of actions, ensuring data security and adherence to regulations.

- ✓ **Role-Based Access:** Ensured data security, PII masking, and therapy-level access rights
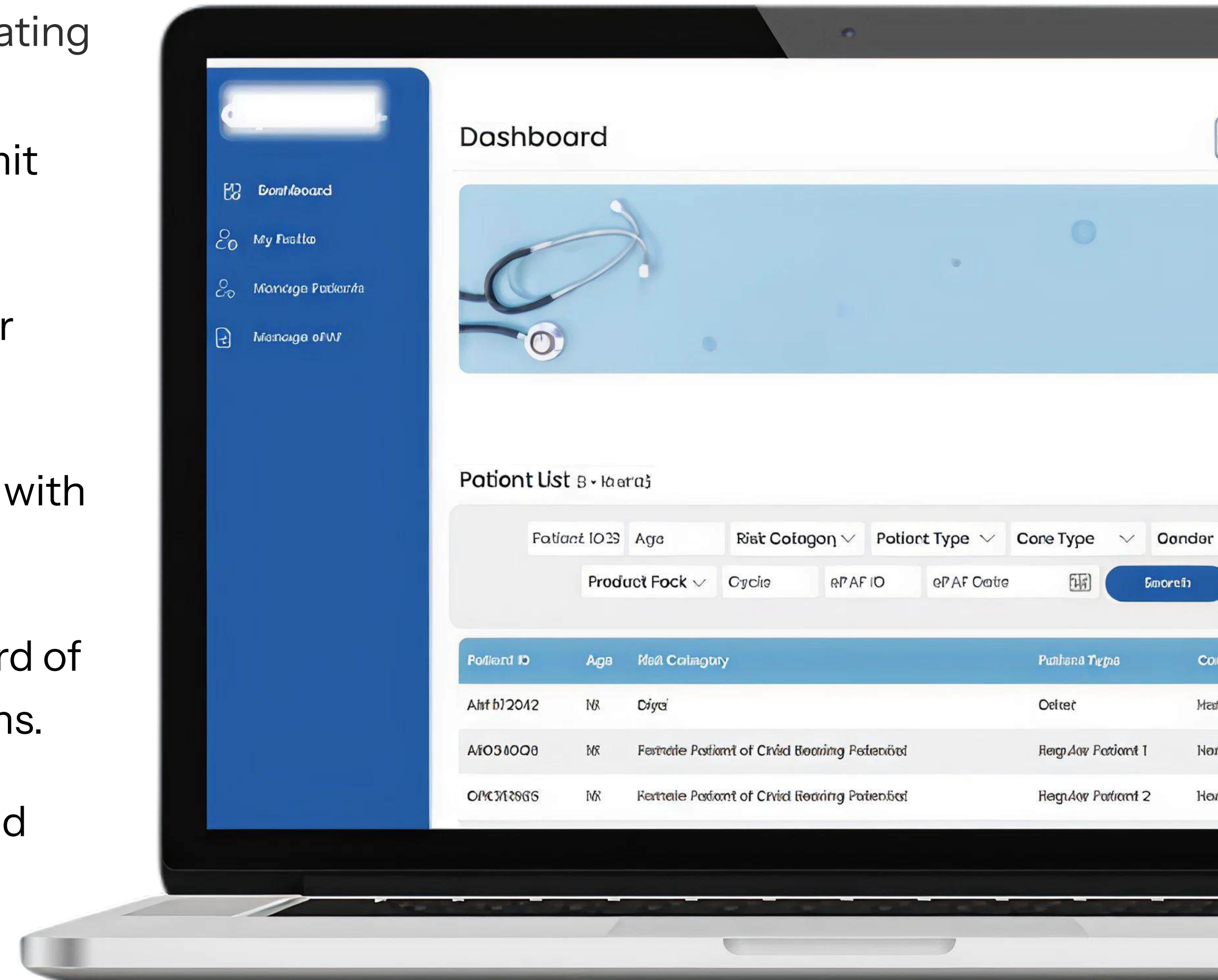
6-Step Applied Process

01

Mapping:
Documented patient safety SOPs across therapy areas

02

Design:
Created role-specific interfaces and digital request flows

03

Build:
Developed workflow logic, validations, and email triggers

04

Compliance Check:
Validated against GAMP 5 and GDPR requirements

05

Pilot & Feedback:
Tested across key prescribers and pharmacy nodes

06

Go-Live:
Rolled out with support SOPs and access control governance

40%

reduction in turnaround time from prescription to product delivery

100%

audit traceability across prescriptions, approvals, and dispensations

Zero compliance lapses during internal QA and external audits

Secure patient data handling aligned with EU GDPR mandates

Streamlined collaboration among HCPs, pharmacists, and coordinators

Drop in manual errors and miscommunication in prescription processing

INT.
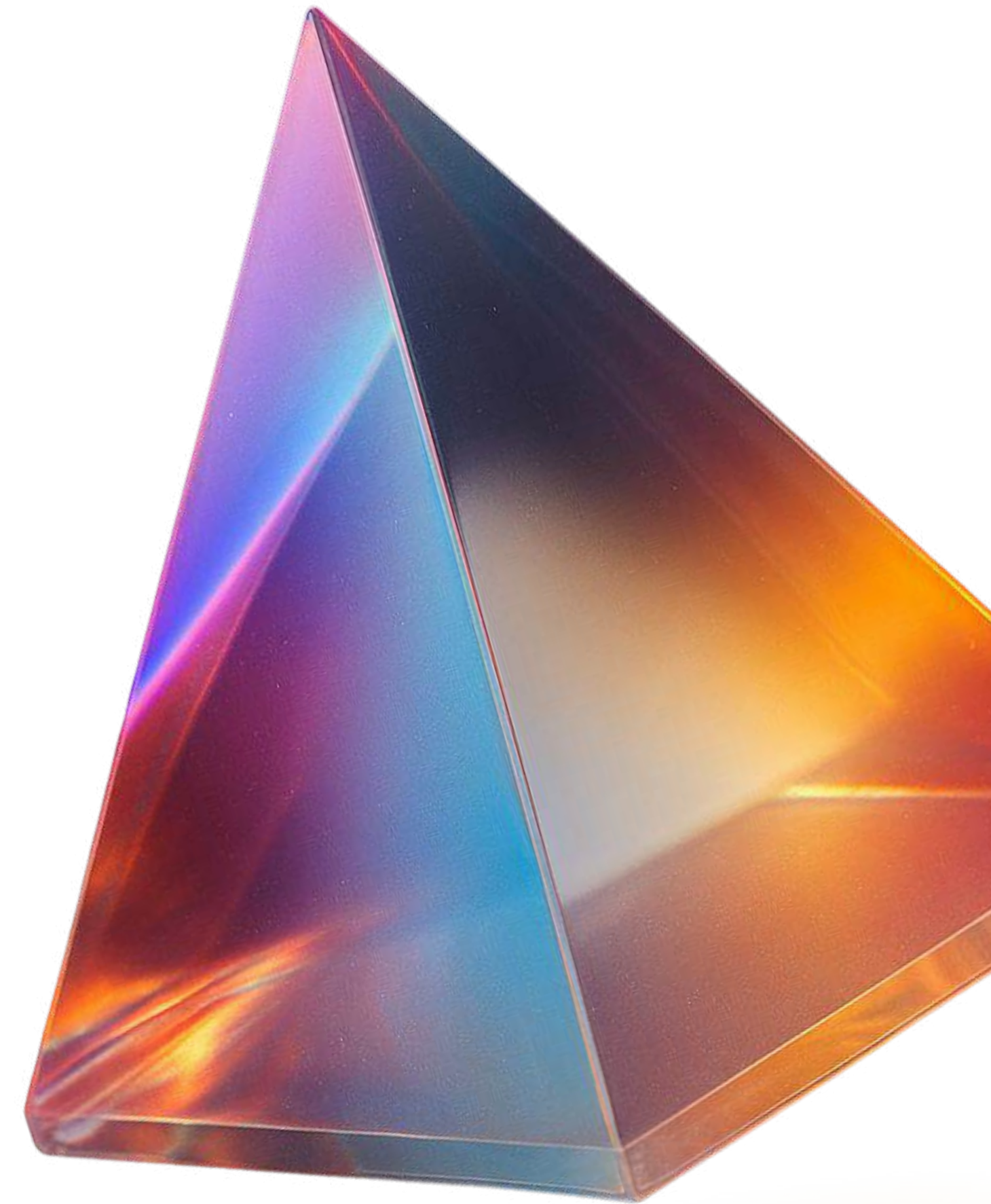
Let's Help You

Delight Your Customers
- The easiest way to achieve growth

✉ info@intglobal.com   🌐 intglobal.com

27+ Years | **1000+** Professionals | **45+** Countries | **30+** Awards

INT. (Indus Net Technologies) is an award-winning full-stack software engineering solutions company with a pioneering legacy spanning 27 years, over 500 clients, and 11,000 plus client projects. INT. operates at the confluence of Data, technology, and marketing in the digital space.