

MEDICAL INFORMATION EXPERTISE

PrimeVigilance's Effective Approach to New Region Expansion

PrimeVigilance successfully expanded Medical Information services into Japan, overcoming regulatory, cultural, and language challenges. By partnering with local experts and leveraging global systems, PrimeVigilance delivered a seamless solution, becoming a **trusted provider of MI services in the Japanese market.**



Challenge

A global client tasked PrimeVigilance with quickly expanding Medical Information (MI) services into Japan, a new region for the team. PrimeVigilance partnered with local vendors to overcome regulatory, cultural, and language challenges, while setting up MI infrastructure aligned with global processes.

● LOCATION
Japan



KEY TEAMS INVOLVED

Local Medical Information experts, Global Medical Information team, Legal, IT

Approach

PrimeVigilance quickly assembled a multidisciplinary team from Medical Information, Regulatory, and IT departments. Key steps included:



Partnerships and Communication

PrimeVigilance partnered with local MI experts in Japan to ensure compliance with local regulations. A strong communication framework was established with the client for regular updates and approvals.



Process Development

The team tailored processes to meet Japan's specific regulatory and cultural requirements while aligning with global SOPs. This included the development of Japanese reporting templates and MI responses.



System Configuration

PrimeVigilance integrated Japanese services into its global MI systems and implemented a new telephony system to receive calls from Japanese consumers.



Regulatory Compliance

The Regulatory Intelligence team ensured full compliance with Japan's specific MI regulations and cultural norms, vital for building trust in the local market.

Result

PrimeVigilance successfully launched MI services in Japan, processing around 4,000 cases annually for global clients. This strengthened their position as a global MI provider, with positive client feedback leading to further service expansions. PrimeVigilance also hosted successful audits and provided local expertise.

PrimeVigilance efficiently expanded MI services into Japan, overcoming regulatory, cultural, and language challenges. By integrating local knowledge into global systems, they ensured seamless service delivery, solidifying their role as a trusted partner in global Medical Information services.

Patient Safety Without Compromise

Global, integrated MI & PV systems for intelligent processing, auto reconciliation, and data insights.