

Global medical information call center

Qinecsa provides industry-leading medical and safety call center services led by our team of highly experienced specialists. Our teams provide support covering a diverse range of therapeutic areas. A multi-channel technology enables our team to accept medical information, adverse event, and product quality calls in a variety of languages across the globe.

Enhanced caller experience

Immediate call attendance by medical experts to ensure calls are handled efficiently and appropriately.

Service flexibility and scale

Rapid response to fluctuating volumes during product launches or recalls to manage peaks and troughs in demand and ensure clients receive the level of service they require.

Cost effective call handling

Robust infrastructure and technology to support sustainable and inspection ready operating model.



Service



Qinecsa

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Extensive range of services

The complex process of medical information call handling is simplified with our teams managing all aspects from intake, triage, response management and follow-up to standard response generation, investigation, and reconciliation activity.

Multi-channel and multi-lingual support

Over 175 languages are supported by a highly qualified team of translators and interpreters. With a minimum of B1 certifications, our teams support our clients globally on call handling, query management, and live web chats.

24/7/365 coverage

Highly skilled professionals comprised of physicians, translators, nurses, pharmacists, and scientists available around the clock to assist our callers swiftly.

Compliance with global and local regulations

Our call center framework consisting of both expertise and technology has successfully undergone Regulatory inspections and audits. Our framework is fully compliant with HIPAA, GDPR, and other applicable local regulations.

24/7/365

Coverage

>75,000

annual call volume

43

Countries

<0.5%

Call abandon

>175

Languages

30 sec

Average call wait time

Find out more qinecsa.com Contact us contact@qinecsa.com