

CASE STUDY

Superior Scientific Deliverables: Navigating Vendor Errors with Unmatched Quality

Med Communications' Scientific Communications Development and Review team identified significant accuracy issues and referencing errors during a routine review of a client's existing field medical training slide decks.

Challenges

During the MLR review process, our Scientific Communications team found multiple errors in a slide deck created by another vendor.

Solution

Med Communications offered a customized set of additional services that fit within the client's budget and timeline.

Impact

The client requested an expanded scope of work to address the previous vendor's mistakes and added Med Communications to its list of preferred vendors.

Background

Client: Rare disease company requiring updates to slide decks created by another vendor.

A rare disease company required scientific content updates of field medical training slide decks in response to the field medical training (MSL) team's request for revisions. The initial scope of work was straightforward, with requests to make specific changes including updates to figures, slide titles, and rearrangement of the order of select slides.

Challenge

The Medical, Legal and Regulatory (MLR) review process often leads to the discovery of additional changes needed for the final approval of assets. Our Scientific Communications team was tasked with medical review that included the verification of all in-text citations and references in an existing slide deck created by another vendor. The team identified multiple errors in accuracy, referencing, and formatting of content that required significant corrections in this slide deck. As a result, the client requested an expanded scope of work to address the previous vendor's mistakes.

Solution

Our Scientific Communications team's ability to quickly identify the errors and immediately raise concerns with the client was critical to ensuring the medical accuracy of this external MSL slide deck. Despite the state of this asset, the client received Med Communications' guarantee of superior quality scientific content



THE RIGHT PARTNER.
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deliverables. Med Communications was also able to offer a customized set of additional services that fit within the client's budget and timeline. These services included a more in-depth review to ensure the delivery of an accurate and fully referenced draft version to the client prior to the next MLR review.

After submission of the updated draft version for MLR review, the slide deck progressed through the review process smoothly with MLR approval ahead of schedule. The client's project manager expressed immense gratitude for the quality, talent, and professionalism displayed by the Scientific Communications team and indicated a desire to enter a long-term partnership with Med Communications as a "Preferred Vendor Partner."

While we prefer clients to partner with us from the initiation of a project, we are glad to step in at any stage of the scientific content development and review process, especially when the quality of other vendors is in question. Regardless of the state of a scientific content asset, our clients can always rely on our expertise to provide superior quality.

Business Impact

The client was able to mitigate significant risk with the support of Med Communications' highly skilled Scientific Communications team, who detected errors in another vendor's work and provided a well-executed plan for correction. In addition, the client received Med Communications' guarantee of superior quality scientific content deliverables in a timely manner, consistent with the excellence of their brand.

- **The client mitigated significant risk by correcting an error-ridden training resource.**
- **Our team completed the asset review ahead of schedule and within budget.**