

Medical Information Manager

Job ID

REQ-10035282

Jan 02, 2025

China

Summary

Providing timely, high quality medical and scientific information of Novartis re-lated disease area to optimizing internal and external customer communica-tions.Compliance with applicable policies, procedures and other regulations.

About the Role

Major Accountabilities

Medical Information support

- Create and deliver timely responses to unsolicited medical information inquiries/requests from HCPs in a multi-media environment and record information according to Novartis and regulatory guidelines.
- Update LRD/FAQ by product in time.
- Do data reconciliation of medical inquiries with Patient Safety department and Product Quality department separately every month, ensure no violation on AE and PC reporting according to Novartis SOP&WP.
- Support medical information booths for aademic conference in assigned disease area.

Medical Review

- Conduct medical review of promotional/non-promotion materials for assigned disease areas.
- Cross-function communication to support materials review.

Customer Insight

- Provide customer insight analysis to Medical, Marketing, Sales for business opportunity.
- Collaborate with product team to provide MI update to Internal & external customer.
- Support mature product lifecycle and new product launch.
- Provide medical support to county team.
- Involve in other channels of communicating with customers such as website and conference where appropriate

Hotline

- Handling external enquiries according to related Policy and SOP.
- Support development and execution of customer service system for high stability,convenience, efficacy, and data safety.
- Operate and maintain Novartis Hotline system.

- Related SOP drafting and quality control of Novartis Hotline system.
- Communicate effectively within relevant stakeholders (internal & external) to ensure achievement of Customer Service objectives and share insights with corresponding internal stakeholders in time.
- Provide training and quality check to third party vendors involved hotline.
- Do data reconciliation of medical inquiries with Patient Safety department and Product Quality department separately every month, ensure no violation on AE and PC reporting according to Novartis SOP&WP.

Education:

Bachelor and above degree in Medical Science, Pharmacology or Biologic Science.

Languages:

Good verbal and written English skills.

Experience:

- Clinical experience or equal industry experience and Customer Service Center/ Hotline of Pharmaceuticals
- Excellent oral and written communication skills and interpersonal skills.
- Understanding of the information needs for various customer segments.
- Medical writing experience is preferred.
- Pharmaceutical industry experience is preferred.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

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Division

International

Business Unit

Innovative Medicines

Location

China

Site

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Research & Development

Job Type

Full time

Employment Type

Shift Work

No

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