ONLINE BUSINESS APPLICATIONS

INSIDE ONLINE

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IRMS Tips and tricks!!!

"How can IRMS make your work day a little easier?" is a question many of our customers ask themselves. In this Tips and Tricks segment, we'll explain how to get the right report numbers by using the right reports, and how to define the list values for two separate dropdowns in IRMS.

IRMS TIP:

How is it possible to run reports and get different answers from when I query the cases? The answer is very simple; the report may not be equivalent to the query you processed. Let's say a client is trying to run a Case Detail report based on a specific product. The reason they want to do this is to get the contact information for the question associated with each specific product. This type of report in general is a big IRMS "no-no". If you are trying to run a report based on the Questions/Response section (Product/Category/Topic/etc), you should not be running a Case Detail report; it should be a Question Detail report. The Question Detail report will provide the requestor information as well as the question asked. The reason for running a Question Detail report is because if you run a Case Detail report on a single case and that case has two questions, you should still only get a total of 1 case for your Total Number of Cases. The problem lies in the fact that if each question has a different product, you will receive a Total Number of Cases being 2 instead of 1. If you have many cases that you are reporting on, this can very easily skew your results and return false numbers.

The tip is to use the right report based on the specific criteria. If you want to know the number of questions you've received for the month based on anything in the Question/Response section of Case Entry, run a Question Summary or a Question Detail report. If you want to run a report of cases based on any of the Request fields (Source, Handling, RepType, or anything not in the Contact or Question sections), run a Case Summary or Case Detail report. If you want to know how many responses have been verbally given or sent out, run a Response Summary report. Response Summary is different from most summary reports in that you must be very particular about what criteria you select for this report. If you do not specify that you are strictly looking for Verbal responses, it will include records for standard documents selected in response letters as well. This is best illustrated in the following example:

- 1 case with 1 question, the Verbal checkbox is checked = 1 re-

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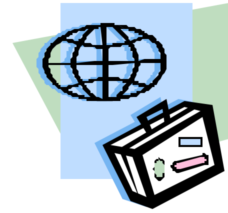
DIA Medical Communication Meeting



DIA Medical Communication Meeting

Friday, March 10 – IRMS Advanced Training

Saturday, March 11 – IRMS Users Group Meeting

March 12 -16 – DIA Medical Communications Meeting

All this in Sunny La Jolla, California. We are excited about our annual meeting this year in La Jolla. This looks to be the biggest IRMS meeting yet, with over 50 attendees for the Saturday meeting and more than 25 companies represented. We will have Procter&Gamble present on the electronic receipt of BRCs. We will have Biovail Pharmaceuticals present on getting a department up and running. We will have Serono International present on global medical information. We will have comprehensive discussions on CFR Part 11 compliancy including a presentation from a company who specializes in it. Our training session on Friday will cover advanced reporting, advanced letter generation features, email correspondence and querying.

If you are still interested in attending, it's too late…. just kidding, but let us know right now! Contact Lindsay Oles at extension 201, or Joe Pierce at extension 209. We look forward to seeing you there!

IRMS Pain? Let us help

Sometimes that aching nagging pain that has been bothering you for a while, but you live with it, gets to be too much. Or that cough that was an annoyance, but now is paired with a fever? Eventually you decide that maybe it's time to see a doctor about it.

We recognize that sometimes our clients live with IRMS pain. While we strive to provide the best software solution possible for our clients, we realize that there are many factors that are part of an enjoyable IRMS experience. Like your body, any number of things can have problems that make the general use of IRMS more difficult. While you may be able to live with the problems, it sure would be nice if you didn't have them at all.

Well we are the IRMS doctors. Like a doctor, we don't know about a problem unless our clients come to see us about it (or call or send an email). There are a number of things that we could do to provide a better experience and a number of things that we have seen already for which we have a solution. We want our clients not only to use IRMS and benefit from its functionality, but to enjoy using it and have it perform to its peak capability.

So if you are experiencing speed issues, periodic down time, strange errors, skewed report numbers or any other number of maladies that you can live with, but would rather have resolved, please call us. We can help. We want to help and we want our clients to have the best experience possible. After all, we are the doctor and the doctor knows best.

IRMS 5.2.2.0

IRMS 5.2.2.0

There have been a significant number of new features and functions added to IRMS recently. The highlights include

Microsoft Outlook Pop-Up Resolution – In this version of IRMS, we've created a solution that prevents the Microsoft Outlook message whenever you try to send an email from IRMS. This message that is designed to protect against external programs sending email, doesn't allow for intentional sending from external programs. We have implemented a solution, and it is available with this version.

Adobe Acrobat 6 – We now integrate with Adobe Acrobat version 6. Version 6 significantly modified how Acrobat created PDFs and required we make some changes to handle it. We've also built in capability to use other programs that can create PDFs as well.

First Response Capability – IRMS now can track when an initial response was sent on a request and report on it. We have a parameter to allow the client to determine what constitutes a first response, whether verbal answer or letter, and we can run reports regardless if the case is still open. This allows our clients to determine how well they get back to a requestor with at least an initial response.

Inactive and Disabled Users – IRMS can now disable user accounts after a number of unsuccessful login attempts. They must be enabled by an administrator. IRMS can also allow a user account to be designated as 'Inactive'. This will remove the account from any of the drop down lists, but will ensure that account isn't used in the future, protecting the integrity of report historical data.

Follow-up letter, without re-opening case – IRMS now can allow a user to send a follow up letter on a case without re-opening the case. This keeps the integrity of the completed date, and still allows for letters with clarification or follow-up information.

Required Field Changes – In addition to allowing the creating of required fields for Document Management, FAQ Maintenance and other screens, IRMS allows the client to determine how required fields are handled. You can either force required fields to be filled in prior to leaving or closing the form (how IRMS use to always work) or now, you can specify required fields be filled in before completing the case. This allows you to move on to a new case or leave the screen even if you don't currently have or know the required field information, but you must fill it in before the case can be marked completed.

Category and Topic dependency – Clients can now specify that they want topic to be dependant upon Category. This allows clients to create 'sub-categories' as opposed to two separate independent entities.

IRMS Help – IRMS now has new and updated online help. IRMS help is context sensitive, meaning you can hit F1 from any screen and the help will appear for that screen. It is searchable and indexed and completely updated for the new version.

New Clients

IRMS would like to welcome Biovail Pharmaceuticals and Wyeth Canada to the roster of new customers. Biovail is located in New Jersey and Wyeth is located in the Toronto area. Biovail has implemented and completely validated IRMS as CFR Part 11 compliant. Wyeth will be deploying IRMS this spring.

sponse

- 1 case with 1 question, the verbal checkbox is checked and you create a response letter with 1 standard document = 2 responses (1 written, 1 verbal)
- 1 case with 1 question, the verbal checkbox is checked and you create a response letter with 2 standard documents = 3 responses (2 written, 1 verbal)

So we see with one case alone, you can have many responses.

Reporting can be quite difficult if you don't know how to specify the criteria to get exactly what you are looking for, or even by not using the right report. For more information on getting the most from IRMS in regards to reporting, OBA offers a training session dedicated to reporting. Please contact Dianne Pullman by email (dianne@irmsonline.com) or call Online Business Applications and dial extension 216.

IRMS TRICK:

Have you ever wanted to shorten your list of options to choose from the Topic drop down (in Case Entry – Question/Response section), or the Specialty list (Case Entry – Contact section). IRMS currently has available the ability to define what gets displayed in the Specialty field based on the Contact Type. The Topic field may also be based on the value selected in the Category field. For example, if you had a Category of Adverse Events and two topics (Information Request and Side Effects), you may want the "Side Effects" to appear in your drop down list but not the "Information Request" because it may not have anything to do with an Adverse Event.

The first step is to define the Parent field in the System>Table Name Definitions screen. Scroll down to Contact Specialty and scroll to the right until you see the "Parent" field. If you click in the field, a drop down will appear and there is only one option (Contact Type). Now look further down the list until you see the record for Topic. Scroll to the right and populate the Parent field with its only option (Category).

The second step is to go to each respective table by selecting Tables>General and selecting either one of the tables (Contact Specialty, or Topic). You will now see an extra column labeled as Contact Type or Topic (based on what table you are currently viewing). You can now click in the column and define the parent value. For example, you are in the Topic table and you have the Side Effects Topic and you want to select Adverse Event as the Category from the drop down list. If you have a topic that may be used for more than one Category, you will want to leave the field blank so it will show up no matter what Category is populated in the Case Entry screen.

The third step is to enter a case and notice if your list has been defined based on the Parent value you selected in the table maintenance.

IRMS Spring 2005 Training Schedule

IRMS University announces our Spring 2005 IRMS class offerings! Let us help you accelerate your business performance utilizing IRMS solutions.

Basic User Course
4/18 – 4/19

Advanced User Course
6/14 – 6/15

Reporting & Query
6/16

System Administration
5/17/05

System IT
5/18/05

Course syllabus and more training information is available on our website. Classes are $300 per day (including lunch). You may register online or via e-mail lindsay@irmsonline.com at least one week prior to course date.

Customized training is available at OBA or at your location. For more information contact Dianne Pullman, Certified IRMS Trainer

dianne@irmsonline.com .

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