Transforming Case Intake with Clinevo

White Paper

Executive Summary

Case intake is the critical first step in pharmacovigilance (PV), but traditional methods remain inefficient, error-prone, and fragmented. Manual processes and lack of intelligent automation result in increased compliance risks, delays, and duplicated efforts.

Clinevo Case Intake revolutionizes the way organizations handle adverse event (AE) reporting by integrating AI-driven automation, seamless system interoperability, and audit-ready workflows.

Challenges in Traditional Case Intake

1. Manual Data Entry & Duplicate Efforts

Organizations often deal with case intake from multiple sources - emails, call centres, websites - which leads to redundant data entry, increased human errors, and inefficiencies in processing.

2. Slow Case Triage & Processing

Delays in prioritizing and processing cases affect overall pharmacovigilance efficiency and responsiveness to potential safety issues.

3. Lack of AI & Automation

Without intelligent automation, PV teams spend significant time manually extracting and inputting data from unstructured sources, slowing down workflows and increasing workload.

4. Compliance & Audit Challenges

Global regulations require traceability, audit trails, and timely reporting. Manual systems make it difficult to ensure consistent compliance across regions.

5. Integration Issues

Disconnected intake systems - such as MICC, email clients, chatbot platforms, and safety databases - create silos and inefficiencies, leading to information gaps and delays.

The Clinevo Advantage: AI-Driven Case Intake

Clinevo's intelligent case intake solution overcomes these limitations by streamlining data capture, applying AI/ML to enhance triage, and ensuring global compliance through automated, integrated workflows.

Automated Case Intake

Utilizes Natural Language Processing (NLP) to extract AE data from emails, call transcriptions, and online forms, reducing manual work and errors.

Faster Case Processing

AI-driven duplicate detection and smart triaging enable faster prioritization and routing of cases.

AI/ML Enhancements

Automatically categorizes serious vs. non-serious cases, flagging critical risks early and enabling faster regulatory actions.

Regulatory Compliance

Audit-ready workflows and documentation ensure traceability, version control, and alignment with global compliance standards.

Seamless Integration

Connects directly to safety databases and other PV tools, eliminating data silos and ensuring continuous, real-time data flow.

Key Benefits

Challenge	Clinevo Solution
Manual Data Entry	NLP-based automated data extraction
Duplicate Efforts	AI-powered duplicate detection
Slow Triage	Smart triaging based on severity and case type
No Automation	AI/ML-powered case recognition and categorization
Compliance Gaps	Automated audit-ready workflows
Siloed Intake Systems	Integration with MICC, email, chatbots, and safety databases

Conclusion

Efficient case intake is essential for timely and compliant pharmacovigilance operations. By automating the process and integrating intelligent technologies, **Clinevo Case Intake** empowers PV teams to:

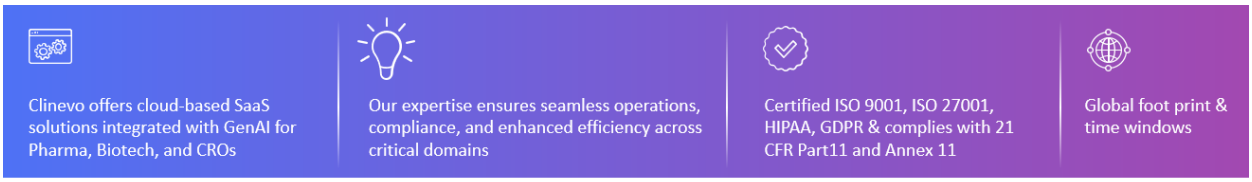
- Reduce manual work and processing time
- Enhance early risk identification
- Maintain global compliance
- Improve collaboration across intake channels

If your organization is struggling with slow, fragmented, or error-prone case intake, it's time to modernize with Clinevo.

Upgrade your intake workflows. Accelerate safety insights. Experience the Clinevo difference.

Connect with us at info@clinevotech.com

Why Clinevo?



200+	Global clients support in the past 5 years	**50+**	Regulatory audits supported
100%	Customer retention rate YoY	**300+**	Gateway connections with authorities
99%	Customer satisfaction rate	**100+**	Data migrations from various systems
10Mn+	Cases processed till date	**100%**	Validated systems
1000+	Clinical trials supported till date	**24/7**	Unlimited global support