



Pharmaceutical Research Company Saves Time and Money — and Improves Accuracy — with REIMAGE® Carbonless Laser Paper and Integrated Labels

IHMA (International Health Management Associates) is a clinical research and marketing consulting firm that works with pharmaceutical companies specializing in treating infectious diseases. IHMA and the investigators with whom it contracts conduct studies of antibiotics and antimicrobials, including surveillance studies for pre-market and marketed products, designed to meet the unique criteria of each pharmaceutical company.

Investigators conduct the studies, gather data and submit their results to IHMA on special forms, which are customized for each individual study. Investigators also return labeled sample vials with the study documentation. Before sending these forms or the labels needed for samples into the field, IHMA pre-populates them with preliminary information such as reference numbers specific to the unique study.

At A Glance:

Customer
IHMA

Industry
Healthcare

Relyco Product
REIMAGE Carbonless Laser Paper
with Integrated Labels

Website
www.acehardware.com

“Relyco was the only vendor I found with the exact solution we needed. We can now print and prepopulate the REIMAGE carbonless laser forms at the same time, and because each top sheet of REIMAGE includes six integrated labels that can be pre-populated simultaneously, documentation can be created and sent to the investigator in a single package. The new process saves time since we can print everything we need in-house on our own high-volume printers. We save money because there are no obsolete or wasted forms, and we ensure accuracy by streamlining the process for our investigators.”

Trevor Johnson
IT Operations Manager
IHMA

The process to create these forms was time consuming and expensive, explains Trevor Johnson, IT operations manager at IHMA. “We began with forms that were printed for us on traditional carbonless paper by a print shop, a significant investment,” Johnson says. “We require two copies of each form—one for the investigator and one for us—so we fed the sheets through a dot matrix printer to pre-populate as much information as possible before the forms were sent to investigators in the field.” Johnson adds that because these forms were printed by a print vendor, IHMA was required to order large quantities of each form. If a form needed to be changed over the course of a study, the pre-printed forms became obsolete, increasing the overall cost.

Like the forms, the labels IHMA sent to investigators in the field were pre-populated with critical information, but because these labels were separate from other documentation, there was an increased chance of error.

Believing that there must be a more efficient way to create documentation and labels, Johnson researched possible solutions and found Relyco’s REIMAGE Carbonless Laser Paper with Integrated Labels. “Relyco was the only vendor I found with the exact solution we needed. We can now print and pre-populate the REIMAGE carbonless laser forms at the same time, and because each top sheet of REIMAGE includes six integrated labels that can be pre-populated simultaneously, documentation can be created and sent to the investigator in a single package,” Johnson notes. “The new process saves time since we can print everything we need in-house on our own high-volume printers. We save money because there are no obsolete or wasted forms, and we ensure accuracy by streamlining the process for our investigators.” Importantly, IHMA’s new approach ensures seamless integration with TeleForm, the company’s automated data management application, which is essential to the company’s data collection efforts.

Finally, the emphasis Relyco places on service was also important to Johnson. “Relyco has been so easy to do business with,” Johnson concludes. “In fact, our project managers can now work with Relyco directly, reducing some of the workload for the IT team and giving project teams greater control.”

About Relyco: For 30 years, Relyco has been the premier supplier of unique and innovative paper products. Our products are great for thousands of uses, which enables you to get the most value out of your printer investment. Understanding and meeting our clients’ needs is always our first priority.