

Medical Information Associate

Job ID
REQ-10087203
Окт. 07, 2026
Южная Корея

Сводка

The Medical Information Associate ensures the delivery of high-quality, accurate, timely and compliant medical information to healthcare professionals, in line with local regulations. The role supports non-promotional, on-demand scientific exchange in line with Novartis standards, local regulations and global medical governance requirements. Operating within the Medical Governance, Evidence & Operations pillar, the role contributes to scientific credibility, insight generation and consistent medical execution across therapeutic areas.

The Medical Information Associate owns the execution of medical information activities while aligning closely with Medical Governance, Evidence Generation and Medical Operations. The role acts as a key interface between external medical enquiries and internal medical strategy, without holding final governance or approval authority. The role also supports the scientific review of promotional/non-promotional content to ensure accuracy, balance and compliance, while maintaining clear separation from promotional decision-making and final approval responsibilities.

About the Role

Medical Information Delivery & Scientific Accuracy

- Deliver accurate, balanced and timely responses to unsolicited medical enquiries.
- Develop, adapt and maintain medical information responses in line with approved scientific data.
- Ensure scientific neutrality and non-promotional communication.
- Maintain medical information content aligned with current evidence and safety updates.
- Conduct literature searches and critically evaluate scientific data to support medical responses.

Compliance, Governance & Quality Standards

- Ensure compliance with local laws, global standards and Novartis medical governance, including PV reporting if required.
- Adhere to SOP (Standard Operating Procedures) and quality frameworks.
- Support audit readiness through accurate documentation and traceability.
- Escalate compliance or scientific risks via defined governance pathways.

Medical Information Systems & Data Quality

- Use and maintain medical information systems to document enquiries, responses, and scientific rationale.
- Ensure data quality, traceability, and reporting readiness within MI systems.
- Support continuous improvement of digital MI solutions in line with governance requirements.
- Oversight of outsourced MI providers or contact centers (if applicable)
- Quality review of vendor-produced responses (if applicable)
- Training / alignment of external partners (if applicable)

Insight Generation & Knowledge Sharing

- Capture insights from medical enquiries and scientific interactions.
- Share aggregated insights with Medical Governance, Evidence Generation and TA teams.
- Identify recurring enquiries that highlight evidence gaps.

Content Scientific Review & Medical Validation

- Conduct scientific review of promotional/non-promotional content (e.g., commercial materials, medical materials, digital content) to ensure accuracy, consistency and alignment with approved data.
- Ensure content reflects balanced, evidence-based scientific information and complies with local regulations, internal policies and medical governance standards.
- Provide medical input and clarification to cross-functional stakeholders (e.g., Medical, Commercial, Marketing, Compliance) during content development and

revision processes.

Cross-functional Collaboration & Enablement

- Collaborate with Medical Leads, Evidence Generation, Medical Operations and Field Medical teams.
- Align medical information activities with country medical priorities, within agreed country strategy.
- Support continuous improvement of medical information processes

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KR01 (FCRS = KR001) Novartis Korea Limited
Functional Area
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Job Type
Full time
Employment Type
Regular
Shift Work
No

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