**Pfizer Clinical Trial Chatbot**

A tool that answers study teams’ investigational product (IP) questions quickly thereby minimizing wait times for patients.

**Problem & Research**

In order to develop new medications, Pfizer conducts a multitude of clinical studies. If any study team member at the nearly 5,000 clinical trial sites has a question about the administration of the new drug, they must consult one of the only 15 clinical research pharmacists. This is a serious bottleneck in the process, and one we were asked to improve.

**Solution: Chatbot**

Study team members use the chatbot to get answers about the administration of new medications during clinical trials.

**Quotes from Users**

“The main benefit to using this is that I get an answer immediately.”

“Any reduction in time would definitely be helpful.”

*For demo purposes the document used in this image is the Pfizer-BioNTech COVID-19 Vaccine Fact Sheet for Healthcare Professionals which is publicly available on the FDA website.*

**System**

Our overall system architecture, shown to the left, is informed by four key criteria:

- **Safety** - tracking and reporting errors
- **Performance** - speed and precision
- **Maintainability** - technical overhead
- **Usability** - intuitive user interface

**Outcomes**

We created a chatbot to help save time for CRPs, study team members, and patients. **Pfizer is putting this bot into production for use by June 2023!**

Pfizer is looking to expand our system for increased access to dense information to other use cases within their ecosystem.