# Introduction to Enquiries Types in MiDatabank

Types of Enquiry in the Administrator

MiDatabank can be configured for 3 different types of enquiry:

- MI Enquiries
- Adverse Drug Reactions (ADRs)
- Complaints

The availability of the enquiry types will depend on which version of MiDatabank you have purchased (MiDatabank or MiDatabank-i). For example, hospital users will only have MI and ADRs available on their system. Whereas industry users will have all three types available.
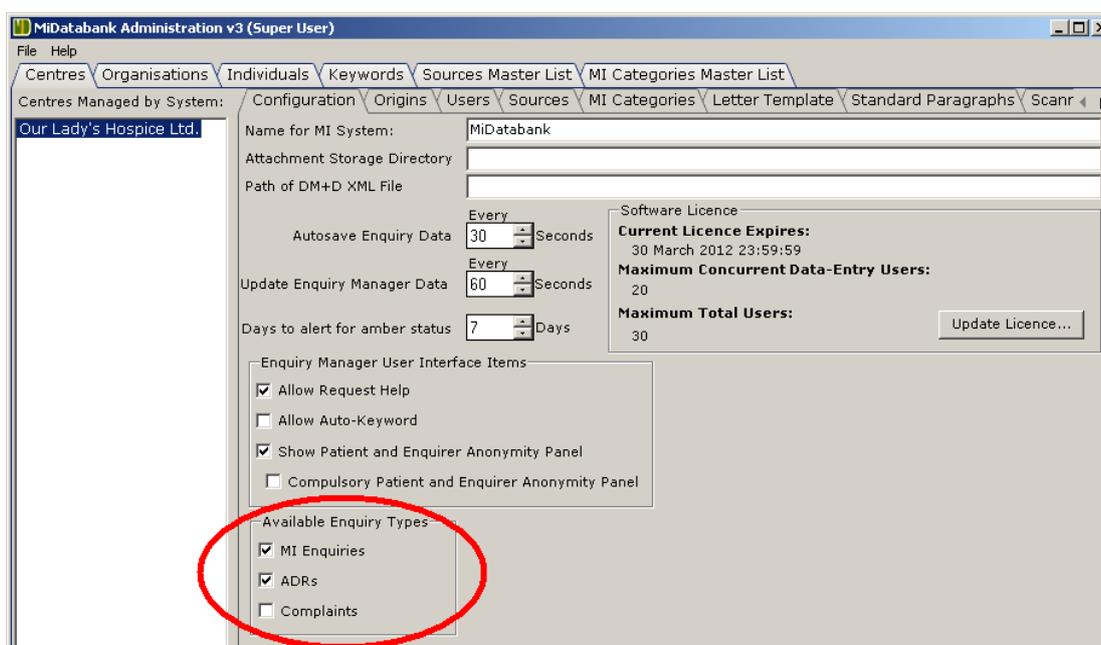

This setting is used when creating and editing an enquiry in the Enquiry Manager module:

Types of Enquiry in the Enquiry Manager

Depending on which types have been enabled in your MiDatabank system, clicking the 'New Enquiry' button has different results:

If you have more than one type of enquiry document enabled on your system (e.g. MI and ADR enquiries), then clicking 'New Enquiry' will display a new enquiry with a choice of types:
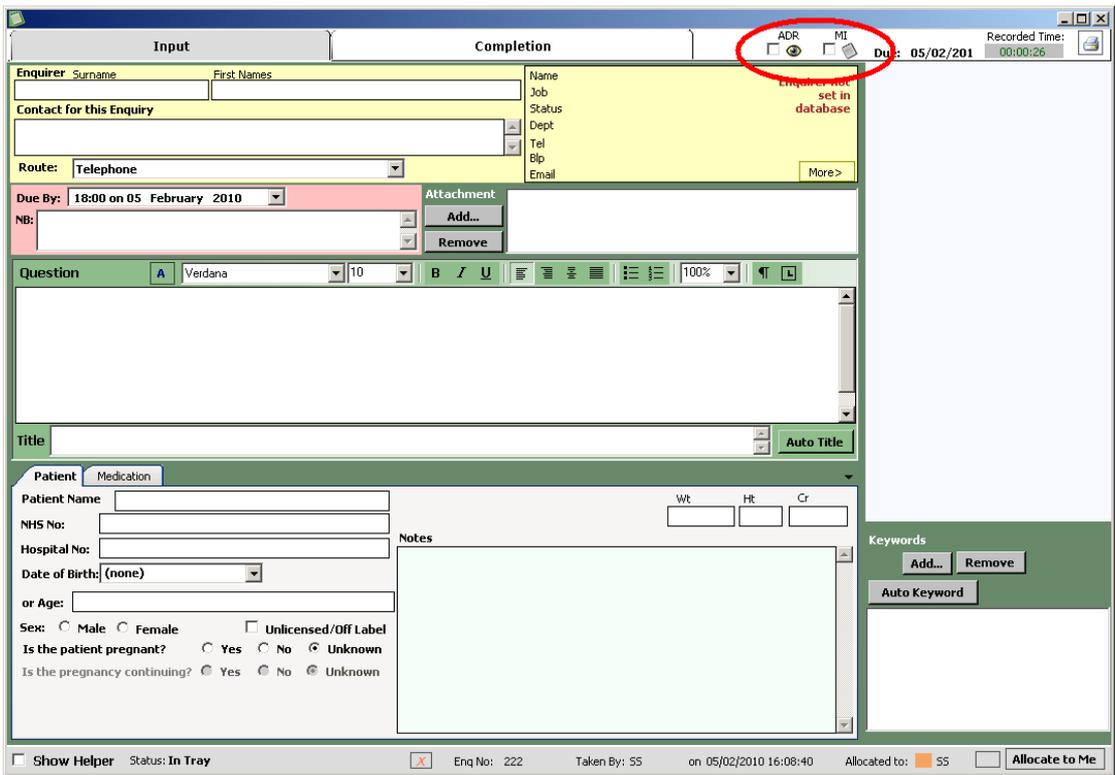
You can choose the type of enquiry by clicking on the appropriate check-box shown circled in red above. The tabs appropriate for the chosen type will subsequently be displayed.
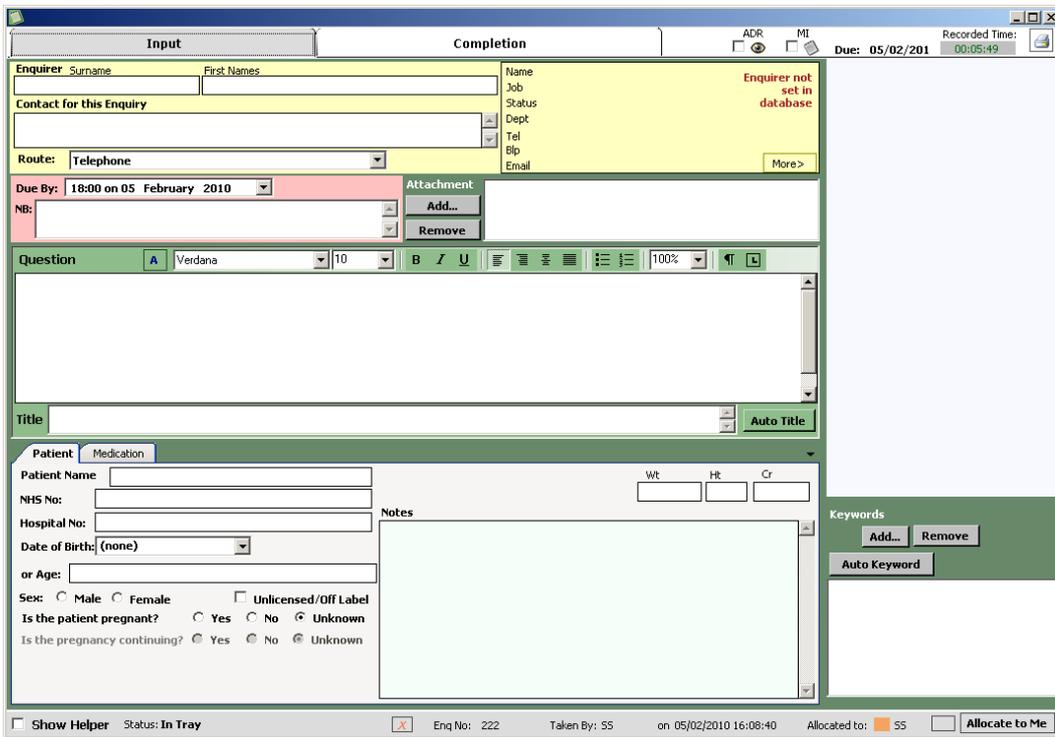
If you have just one type of enquiry enabled on your system then the new enquiry will be created using that type. The following shows a new enquiry created on a system with just MI documents enabled. The new enquiry is automatically an MI enquiry and comprises of four tabs:
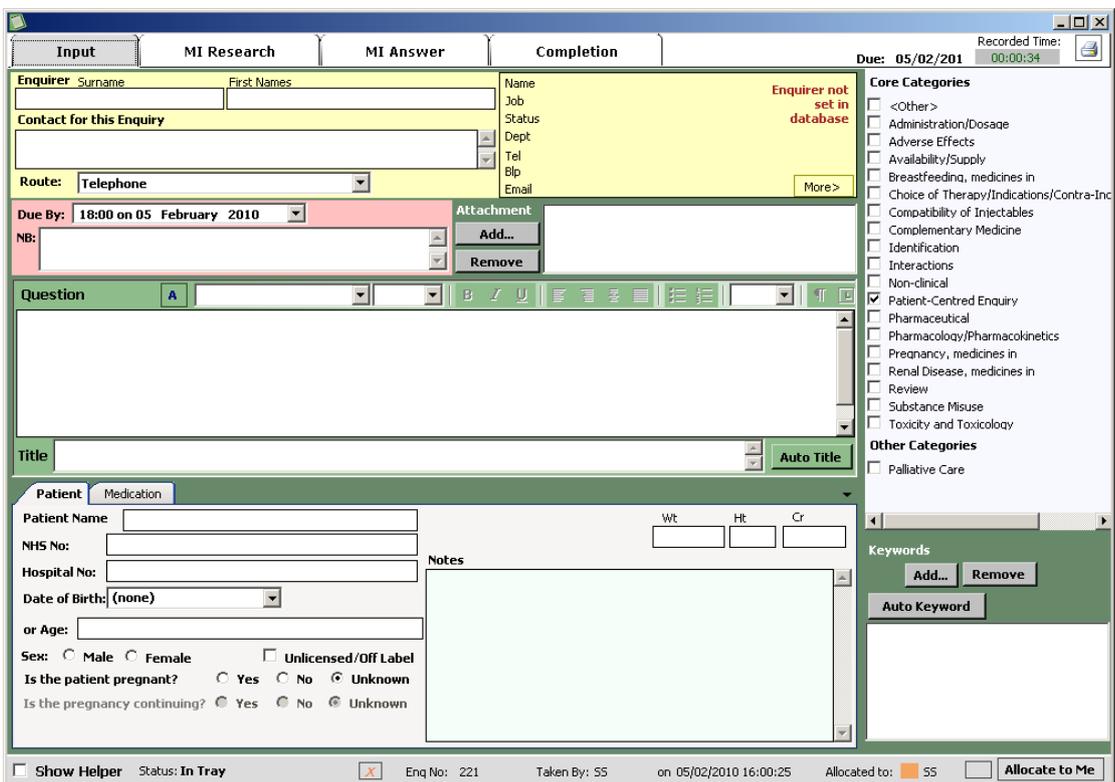
The Input and Completion Tabs

No matter what type of enquiry you have chosen, there are always an Input and a Completion tab:

The Input Tab is intended for the input of data from the enquirer, including the enquirers details, the due by date, the question, patient details and patient medication. Typically this data is collected at the start of an enquiry when the enquirer first calls.
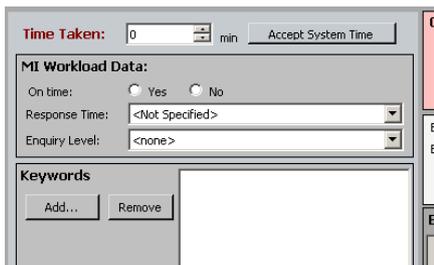

The Completion tab is used at the end of an enquiry, and used to enter mostly workload data, such as the time taken, keywords, origin and notes.
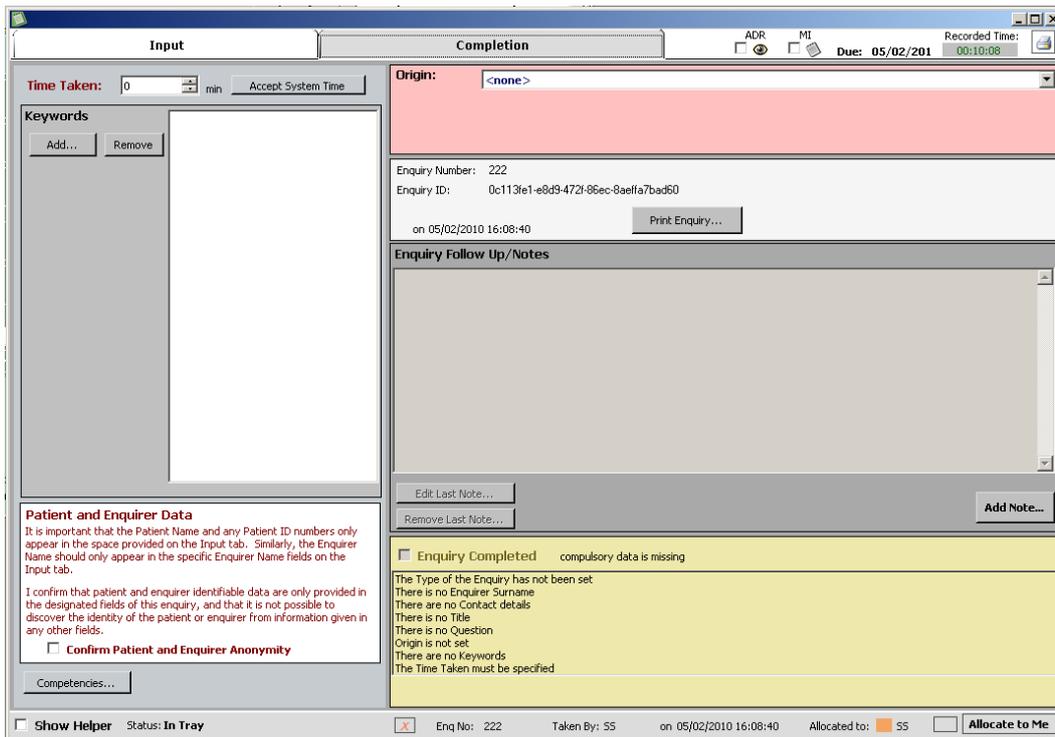
Please note that the display of both Input and Completion tabs will change slightly depending on the type of enquiry. For example, with an MI type of enquiry an additional box appears on the Completion Tab:

Also, some of the items are dependant on settings of the Administrator module. For example, the Completion Tab will not contain the red 'Patient and Enquirer Data' panel in the bottom left-hand corner if this has been turned off by the Administrator.

Medicines Information (MI) Enquiries

In addition to the Input and Completion tabs, a MI enquiry has tabs for

- MI Research
- MI Answer

Adverse Drug Reaction (ADR) Enquiries

In addition to the Input and Completion tabs, an ADR enquiry has a tab for

- ADR Input

Complaint Enquiries

In addition to the Input and Completion tabs, a Complaint enquiry has a tab for

- Complaint

Composite Enquiries

An enquiry can have more than one type. This is called a composite enquiry. For example, the enquiry below is both an MI and ADR:-