

Frequently Asked Questions

June 17, 2014

The following guide applies to the new AdisInsight platform launched in 2014 and subsequent releases.

Q: How do I get an answer to my question?

1. Do you need help solving an account problem?
 - Customer Account Problems
 - Access Problems
 - Investigating an issue with your subscriptions
 - Understanding an invoice/bill
 - Updating your IP address range

Please contact our Online Services support desk:
(Hours of operation: Mon-Fri 08:30-17:30 CET + ET)

Email: onlineservice@springer.com
Phone: +49 6221 345 4303 (Europe/Asia/Africa)
Phone: +1 800 777 4643 (North & South America)

2. Do you have a question about how to use the database or the content inside the database?
Please contact our Product Management team:
 - Jeff Southwood (USA)
 - Angela Panetta (USA)
 - Daniela Ranzani (Europe)

Email: Ask-the-Expert-AdisInsight@springer.com

Q: Why are there so few search options in the search drop down box?

The intent of the search box is to provide quick access to the seven most commonly used search terms. Try using the extended search function to construct more complicated searches using a larger number of parameters.

Q: Why do I see tabs for drugs, deals, safety reports, and trials in my search results?

The drugs, deals, safety reports, and trials tabs are content sets from the previous Adis databases R&D Insight, Pharmacovigilance Insight, and Clinical Trials Insight. The new AdisInsight database searches across all these content sets to find the information within each that is relevant to your search.

Q: Why Do I get zero results for some content sets?

Not all search options apply to all content sets. Adding one of these search options to your query will result in zero search results in all the content sets where that search option is not applicable. Below is a list of the search terms for each content set.

Drugs	Deals	Safety Reports	Trials
Drug Name	Drug Name	Drug Name	Drug Name
Mechanism	Mechanism	Mechanism	Mechanism
Drug Class	Drug Class	Drug Class	Drug Class
Indication	Indication	Adverse Event	Indication
Adverse Event	Modification date	Modification Date	Phase
Phase	Therapeutic Area	Country	Modification Date
Highest Phase	Organization		Country
Modification Date			Therapeutic Area
Country			Trial Status
Drug Code/Number			Patient numbers
Therapeutic Area			Trial Date
Organization			Endpoint Date

Q: What are the items to the left of my search results?

The new AdisInsight lets you use filters or facets to further refine your search results. These filters work off fielded values within the data and not free text to provide more precise searching.

The count next to each filter value indicates how many of each exists in your search results. The filter values that occur most are shown at the top of the list. Only the top 5 values are shown on the search results page. Click on the “show more” button to see the complete list.

Filters such as indication, phase, and country have a special relation to each other. This relationship is maintained in search as well as in filters. Searching drugs for the indication prostate cancer with a filter of Phase III will only show results for drugs that are in Phase III for prostate cancer.

Q: Are searches and filters hierarchical?

Yes. Searches and filters are hierarchical where a hierarchy exists. Indication, mechanism of action, drug class, adverse event, organization, and country all have Adis hierarchies. Including a parent term in either a search or a filter will automatically include all the child terms in the search results.