

The Thoughtful Green Light: Confidence and Consistency in MLR Review



This workshop distils MLR review into a practical three-step framework supported by concrete tools that teams can apply immediately.

It acknowledges the genuinely challenging nature of some decisions, while focusing on efficient identification of potential hotspots and creating space for thoughtful, appropriate discussion. Moderated conversation and storytelling help connect the framework to real-world experience.

Reviewers love giving a green light but must do so thoughtfully

We start with a short exercise exploring why companies invest in MLR teams and processes. The didactic section then provides a snapshot of the legislative environment, Australian HCP perspectives on pharma activities, and an overview of the most serious compliance risks in our sector. The aim is to show how effective MLR review protects organisations while also supporting QUM.

The suggested three-step framework recommends:



Step back and understand the context, then apply tools based on principles.

Perception always trumps intent.



Pause and consider the “at-a-glance” impression, both for yourself and for others.

Ambiguity can mislead, and misleading isn’t sustainable.



Only then invest the time to review the details, now you know it’s worthwhile!

Some risks hide in plain sight; others hide in the small print.

Participants work through time-pressured scenarios and realistic mocked-up materials to try out the approach in a safe environment. The exercises are designed to highlight common pitfalls and surface areas of uncertainty.

Depending on the group’s interests, we can also dive deeper into specific topics — for example clinical vs statistical significance, multiplicity, or the use of qualifiers — and bring in real-world experiences to anchor the theory in practice.

Additional short modular content can be added based on organisational needs:

- recent Medicines Australia Code precedents (with moderated discussion)
- an approach to assessing externally facing AI applications
- an update and guided discussion on Disease Awareness Campaigns
- an evidence-based approach to intercompany complaints
- bespoke modules by agreement

Recommended attendees

Content creators, reviewers, legal and compliance staff and their managers — at all levels of experience and seniority. The session offers a rare chance to experience the review process side-by-side, improving alignment and setting teams up for efficient high-yield discussions in the future.