

# Streamline the Product Recall Process with TraceLink Digital Recalls

**Increase focus on patient safety by managing drug recalls with greater speed and efficiency.**

For health systems and retail pharmacies, managing product recalls is a manual and time-consuming process. A never-ending backlog of recalls and the need to sift through notifications to identify relevant recalls make it difficult to retrieve recalled products from inventory with speed and efficiency. Compounding these challenges are tight deadlines for contacting patients and vulnerability to notification delays.

To overcome these challenges and increase patient safety, health systems and retail pharmacies need a digital solution that leverages a proven network and enables faster and more effective product recall notification, identification, and management.

## Digital Recalls

TraceLink Digital Recalls is a collaborative, end-to-end recall workflow orchestration solution that provides real-time recall notifications sourced directly from the U.S. Food and Drug Administration (FDA) in a fully digital, easy-to-understand format that enables an immediate, coordinated response across all pharmacy locations while reducing the risk of recalled products reaching patients.

TraceLink Digital Recalls streamlines and coordinates communication between pharmacy leadership and individual dispensing sites while enabling real-time monitoring of recall response actions and improved reporting to show adherence to response plans and give you greater control over the entire product recall process.

# Today's Product Recall Management Challenges:

## Key Capabilities

- **Digitalized Recall Notifications:** FDA recall notices are converted into an easy-to-understand digital format with real-time recall notifications, updates, and scope increases.
- **Recall Response Orchestration:** A digital workflow coordinates the cross-functional orchestration of responses across dispensing sites.
- **Real-Time Recall Tracking:** Monitor recall response status across multiple locations in real time to track progress and ensure on-time completion.
- **Audit Trail:** A complete audit trail of the end-to-end recall process supports regulatory compliance requirements by tracking adherence to recall response plans.
- **Recalled Product Identification:** Identify recalled product on receipt of EPCIS compliance data by integrating with TraceLink Product Track, preventing recalled product from entering your inventory.
- **Targeted Recalls:** Leverage EPCIS data to ensure that alerts are generated only for recalled products that have been received.

- **Patient Safety Risk:** A constant stream of recall notifications is difficult to manage and a lack of process digitalization can lead to delayed notifications and recalled products reaching patients.
- **Operational Inefficiency:** Recalls disrupt operations by creating labor-intensive work that requires immediate attention from pharmacy employees—who are already facing many other tasks and time constraints.
- **Regulatory Compliance Risk:** The FDA can audit an organization's recall response at any time, and paper-based recall management makes it difficult to show adherence to recall response plans.

**PICTURED RIGHT: Digital Recalls Response Tracking Dashboard ▶**



## Key Benefits

- **Protect Patients:** Increase patient safety through a fully digitalized notification and internal orchestration process across the pharmacy, which helps prevent recalled products from reaching patients.
- **Reduce Recall Spend:** Targeted distribution of recall notices and enables you to send acknowledgements back to manufacturers at a fraction of the cost of competing recall services.
- **Boost Operational Efficiency:** Reduce time spent coordinating administrative recall tasks by 40%, and reduce the number of shelf walks necessary to retrieve recalled products by 47% with targeted recalls.
- **Improve Recall Response Visibility:** Gain better visibility into recall response progress across the organization as well as the capability to show process adherence during audits.
- **Improve Inventory Visibility:** Immediate visibility into recalls enables inventory impact to be assessed faster.
- **Receive Return Credits Faster:** Ensure that reimbursement credits are received more quickly by rapidly identifying recalled products and removing them from inventory.
- **Reduce Risk:** Manage all aspects of the process to reduce risk and ensure that recalls are promptly, efficiently, and thoroughly executed.

# DIGITAL RECALLS USE CASE



## Digital Recalls: Potential Benefits Based on Real-World Data

**CUSTOMER:** U.S.-based health system with 74 dispensing sites, including 21 hospitals, 30 urgent care clinics, 17 ambulatory surgery centers, and 6 retail pharmacies.

“ Our goal is to leverage digital communication and granular, accurate DSCSA information as the critical missing components required to improve recall management and ensure patient safety. ”

### RECALL CHALLENGES:

- 15-20 recalls are being managed each day.
- 7-8 alerts received for each recall, including many for products that have not been purchased.
- Alerts received through multiple channels, including phone call, mail, email, and more.
- Staff has 24-72 hours to respond to recalls.
- Recalls must be managed across multiple locations.
- 7% of recall reimbursement paid to reverse distributors.
- Staff has low visibility into which patients received affected lots.
- Affected patients must be quickly notified.

### SOLUTION: TraceLink Digital Recalls

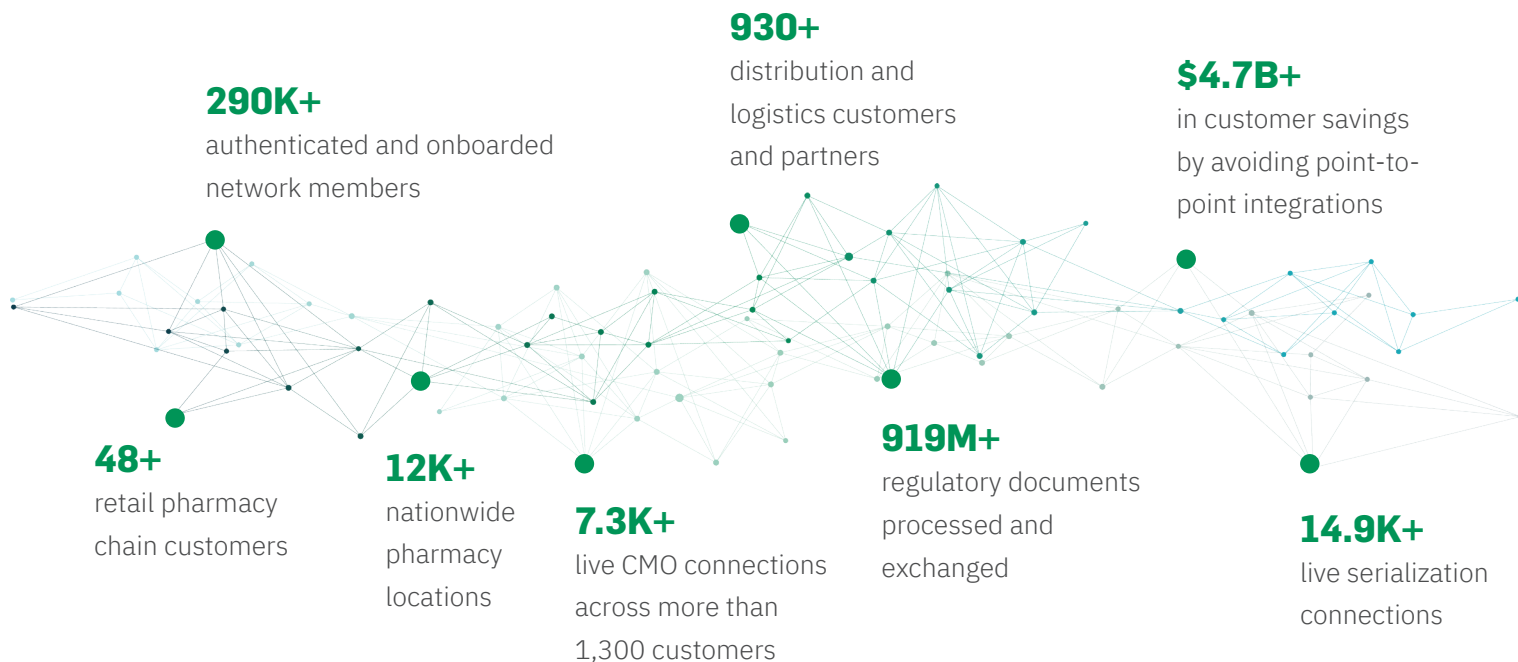
### PROJECTED RESULTS:

- 25% reduction in time spent managing recalls
- Immediate identification of affected product
- Decrease in ongoing operational costs
- Increased staff effectiveness
- Increased staff responsiveness
- Faster removal of recalled products from inventory
- Greater control over the entire recall process
- Greater visibility into recall task assignment and response
- Better monitoring and measurement of site response and effectiveness
- Increased patient safety.
- Same-day communication with all indirect trade partners
- Data-driven improvement in outreach, response time, and recalled product returns



## About the TraceLink Network

TraceLink Digital Recalls is built and hosted on the TraceLink network, the life sciences industry's largest digital supply chain network. With just a single integration, the TraceLink network enables organizations to seamlessly exchange product data with trade partners across the end-to-end pharmaceutical supply chain. Key network metrics include:



[Contact us to schedule a demo of Digital Recalls!](#)