



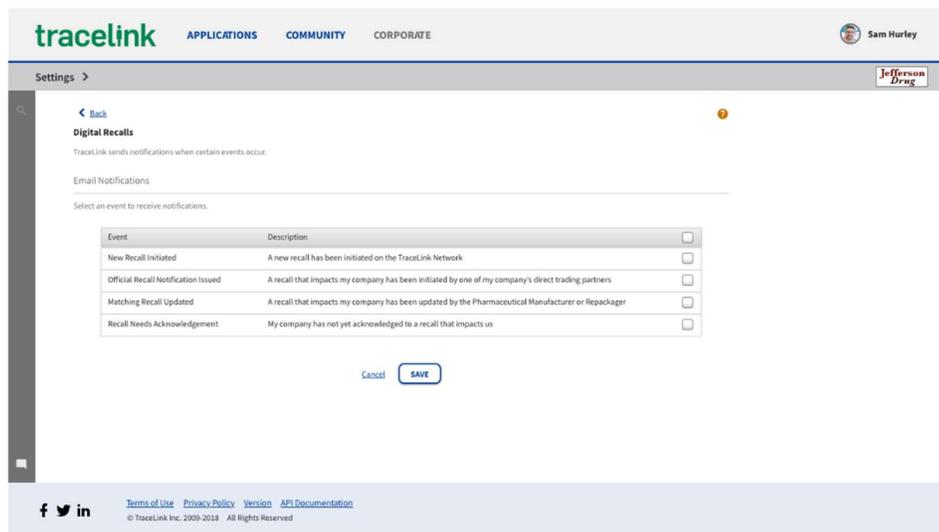
Digital Recalls for Health Systems and Retail Pharmacies

Closed Loop Electronic Recalls Network

Improve Patient Safety with Digital Recalls on TraceLink's Network

The current pharmaceutical recall process is manual, time-consuming, and dependent upon paper-based methods. Health system pharmacies and retail pharmacies are constantly flooded with recall notices, including unnecessary notices for products they have never received. Recall information must be communicated to all internal locations as well as to suppliers, manufacturers, and patients. The existing process for communicating recalls is a combination of manual procedures and time-consuming workflows, problems that are compounded by siloed internal systems. The result is an inefficient recall system that wastes money and valuable staff time, does not remove impacted products from inventory in a timely fashion, and ultimately puts patients at risk.

TraceLink Digital Recalls™ revolutionizes the recalls process at pharmacies by leveraging the TraceLink network to create a closed loop digital recall ecosystem. This network will use FDA DSCSA compliance, serialization data, and manufacturer product information to provide targeted recall alerts, efficient communication capabilities, and insights into recalled product locations. The result is enhanced patient safety, faster identification of recalled products, less staff time spent on recalls, more timely credits and refunds, and enterprise-wide coordination of recalls.



Configure Targeted Notification Settings for Recall Alerts

Increase Patient Safety

With TraceLink, pharmacies can remove recalled products more quickly from inventory. The TraceLink network digitally connects pharmacies directly with manufacturers, enabling same-day electronic communication. Additionally, recall notifications can be

targeted by utilizing serialization data so that pharmacies only receive relevant recall alerts. In addition to receiving rapid and relevant communication, pharmacies will be able to verify products at the level of dispensing and send notifications to patients who are affected by the recall. TraceLink Digital Recalls offers pharmacies more actionable recall communication, allowing you to remove affected products from inventory faster, notify patients, and close recalls more effectively.

Recover Valuable Staff Time

The current recall process requires excessive staff time to manage recalls because it relies on manual and paper-based procedures. In addition, pharmacies often receive broad recall alerts for products and lot numbers they never had in inventory. With TraceLink, pharmacies receive notifications digitally instead of through repeated phone calls and emails. These recall alerts are based off inbound shipping data, so each location only receives notifications relevant to them. The efficiencies of using digital communication and providing relevant recalls reduce the amount of time pharmacy staff need to devote to closing recalls.

Expedite Credit Reimbursement

Post cards and manual submissions are currently used to trigger reimbursements, resulting in a lengthy and uncertain process. With TraceLink, pharmacies can send instant electronic responses directly to manufacturers, kicking off an expedited path to reimbursement.

Improve Enterprise Visibility

Coordinating a recall across many different locations is a challenge when processes are paper-based. Individual pharmacies must operate in silos because the current processes do not allow for effective coordination.

TraceLink's network will enable an enterprise-wide view of active recalls and recall status by digitally connecting each location. In addition to providing a network view of locations, TraceLink captures inbound shipment data for all locations, enabling visibility into where affected inventory is located. By connecting many locations and providing accurate inventory information, TraceLink enables pharmacies to efficiently manage recall coordination.

Join the Recall Network of The Future

Recalling pharmaceutical products is an inefficient, costly, and time-consuming process that ultimately leaves patients at unnecessary risk. Paper-based recall processes will be left behind as the pharmaceutical industry continues to increase the exchange of electronic information as a result of the FDA DSCSA 2023 requirements. Pharmacies can start optimizing and digitalizing their recall processes today by leveraging TraceLink's network and Digital Recalls application.

Contact Us

For more information about TraceLink visit [TraceLink.com](https://www.tracelink.com) or call +1 (781) 914-4900



KEY BENEFITS

- Remove recalled products from inventory quickly through more efficient processes and enhanced understanding of product location
- Optimize staff time by only receiving relevant recall notifications
- Improve recall response time and expedite credit reimbursement through electronic responses to manufacturers
- Receive targeted notifications digitally instead of repeated and time-consuming phone calls and emails
- Gain insight into recall alerts for all enterprise locations

KEY FEATURES

- Integration with DSCSA information and inbound shipment data
- Electronic communication channels between manufacturers, pharmacy locations, and patients
- Centralized system to manage recall coordination