

HOW TO HANDLE MEDICATION RECALLS

Upon receiving notification of a product recall, SwyftScripts will take the following steps:

1. Review inventory and records for the disposition of the recalled item.
2. Contact the patient/caregiver by telephone as appropriate to arrange for exchange of products. SwyftScripts notification methods that may be used include:
 - Contact you by phone or certified letter
 - Contact your emergency contact friend or relative.
 - Contact your physician's office
3. Remove the items(s) from service.
4. Follow the steps recommended by the manufacturer and document the steps with the date completed and the signature of the person completing the form.



SwyftScripts