

HMA WGEO – Rapid Alert Form

Counterfeit or illegal product found in the illegal supply chain

Shaded area to be completed by the secretariat

Reference: No:		
Date:	Time:	Initials:
Please complete sections 1 to 5 providing as much information as possible.		
1. REPORTING PERSON		
Name:	Position:	
Organisation:		
Address:		
Telephone No:		
e-mail address:		
2. PRODUCT DETAILS		
DURATEARS UNG 3.5G		
○ Lot #18F18A		
○ 4320 units		
○ Manufacturer: Alcon, Puurs		
LACRYVISC 10G-RCH		
○ Lot #18F27D		
○ 8640 units		
○ Manufacturer: Alcon, Puurs		
NEVANAC OPTH SUSP 5ML		
○ Lot #299455F		
○ 3920 units		
○ Manufacturer: ASPEX, Fort Worth		
Manufacturer: Cfr. supra		
Supplier: Novartis		
Legal status: Banned <input type="checkbox"/> Counterfeit <input type="checkbox"/> Unlicensed <input type="checkbox"/> Stolen <input checked="" type="checkbox"/>		
Dosage form: ointment / gel / suspension		
Strength: Cfr. supra		
Batch / lot no: Cfr. supra Is batch number genuine: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
If yes to the above, advise batch destination country: Chili		
Expiry date: -		

Language of packaging: -	
Date of discovery: 10/08/2018	
Details of the discovery: On August 10, 2018, a transport truck containing Novartis products was robbed at gunpoint, resulting in units of Duratears, Lacryvisc, and Nevanac being stolen.	
<ul style="list-style-type: none">• Hernan Pizarro EIRL transport truck, transporting Alcon products from the MLE warehouse (third party) to the Novofarma warehouse (third party)<ul style="list-style-type: none">○ Driver was intercepted by a van, in the vicinity of Zapadores, where a person with a firearm forced him to open the truck, stealing a large part of the load he was carrying○ The incident was reported to the 5th police commissioner of Conchali• The products arrived at the local airport from the following:<ul style="list-style-type: none">○ Nevanac: from Aspex US○ Duratears and Lacrivisc: from Basilea(?)• Local police authorities have been notified• Chilean HA has been notified• Global Security has been informed	
So far, no indication that the stolen medicines have been introduced in the European supply chain.	
Analysed: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
If yes, result of analysis:	
3. DISTRUBUTION METHOD	
Internet: YES <input type="checkbox"/> / NO <input checked="" type="checkbox"/>	
Internet: -	Non internet, advise full details: the products were shipped abroad via courier or transport operators. So far, no indication that the stolen medicines have been introduced in the European supply chain.
URL: -	
Website address: -	
Other details: -	
Currency of payment: -	

Has product reached patients/consumers? Unknown

4. RISK TO PUBLIC HEALTH

Adverse reactions: YES / NO

Medical assessment details:

5. NEED FOR PUBLICITY

Are you making a public statement? YES / NO

Are you issuing a press release? YES / NO

Are you recalling product? YES / NO

6. DISSEMINATION

Are you content for this Rapid Alert to be shared outside WGEO membership?

YES / NO (please see below)

If yes, please specify which of the below you are content for this to be shared with (you may tick more than 1 box)

Law Enforcement Industry Security Trade Associations

Traders Other Please specify _____

7. PHOTOGRAPH

If possible, please attach a photograph of the product.

