

**LETTER OF ANNOUNCEMENT
NMVO Alert Contact Information**

5th April 2019

Dear all,

EMVO is contacting all OBPs today to provide a list of alert specific contact information from the NMVOs. **In providing this contact information, EMVO advises all OBPs to directly contact the relevant NMVO when they experience an alert which they suspect is related to End-User software or scanner misconfiguration.**

In tandem with this approach, we have already reached out to the NMVOs to provide them - as per applicable law - with the contact information of SPOCs and SPOC Assistants of OBPs for the purpose of facilitating the management of alerts and investigation of associated issues in the context of enabling efficient management of the EMVS and communication between its different stakeholders/users. More specifically, this is in order for an NMVO to be able to contact an OBP in the event that a pattern of alerts has been developed in their NMVS with products related to a specific OBP.

When contacting the relevant NMVO, we advise all OBPs to include the specific alert ID in their emails to these addresses. This is to allow a triaging of requests as well as to enable the NMVOs to input the data into case management systems and categorise the alert emails.

More generally, EMVO will continue to facilitate efficient contact amongst the actors within the EMVS as we work collectively to reduce the number of false alerts within the EMVS. **Furthermore, the providing of this contact information and guidance that OBPs should contact the relevant NMVO regarding alerts as described above does not mean that EMVO no longer takes the issue of false alerts caused by the End-User seriously.** However, our objective is that effective investigations take place where possible, and, as such, we believe this approach to be the best course of action. We want to assure OBPs that the reduction of false alerts within the EMVS remains EMVO's highest priority.

Please find the relevant NMVO email addresses at the end of this email.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

Country	Alert email	Country	Alert email
Austria	office@amvs-medicines.at	Latvia	helpdesk@lzvo.lv
Belgium	alerts@bemvo.be	Liechtenstein (CH)	alerts@smvo.ch
Bulgaria	office@bgmvo.org	Lithuania	info@nvvo.lt
Croatia	info@hopal.hr	Malta	fmdalert@mamvo.org
Cyprus	alerts@koef.org.cy	Netherlands	alert@nmvo.nl
Czech Republic	support@czmvo-alert.cz	Norway	alerts@nomvec.no
Denmark	info@dmvo.dk	Poland	plmvo.mah@nmvo.pl
Estonia	help@reks.ee	Portugal	alertas@mvoportugal.pt
Finland	nmvs@fimvo.fi	Romania	alerte@dapp.osmr.ro
France	info@france-mvo.fr	Slovakia	kancelaria@sool.sk
Germany	support@pharmaprotect.de	Slovenia	office@zapaz.si
Hungary	alert@humvo.hu	Spain	gestionalertas@sevem.es
Iceland	alerts@lyfjaaudkenni.is	Sweden	alerts@e-vis.se
Ireland	alert.support@imvo.ie	United Kingdom	alerts@securmed.org.uk

