



# About Us

Roche is committed to improving healthcare and people's lives through the development, manufacture, supply and promotion of safe, effective, high quality products in accordance with applicable regulations.

## Contact



+63 2 7718 7777



[manila.product\\_complaint@roche.com](mailto:manila.product_complaint@roche.com)

*Doing now what patients need next*

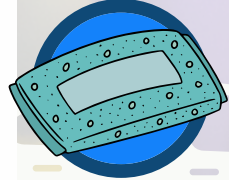


*Six Ways to Ensure*  
**QUALITY ROCHE  
BIOLOGICAL MEDICINE**



### 1. Properly store product

Keep vial in the unopened carton to protect from light. **DO NOT FREEZE AND SHAKE.** Store in 2-8°C. Do not use if expired.



### 2. Properly transport product

Properly store in 2-8°C by using the ice gel provided. **DO NOT SOAK IN ICE.**

### 3. Report Product Quality Deficiencies

Reporting product quality deficiencies will lead to the improvement of the product, leading to a safer, more efficient, and quality product.

#### ⚠️ WHAT IS A PRODUCT COMPLAINT? ⚠️

Any written or oral information received from a complainant that alleges product quality deficiencies related to identity, quality, safety, strength, purity, reliability, durability, effectiveness or performance of a product after it has been released and distributed to the commercial market or clinical trial.

#### WHAT TO REPORT?

- Reporter Name
- Complaint Description
- Product Information
  - Product Name
  - Dosage Strength
  - Manufacturing Date
  - Expiration Date
  - Batch Number
- Date of Awareness

#### HOW TO REPORT?

- Report all Product Quality Complaints within 1 business day from the date received
- Email to [manila.product\\_complaint@roche.com](mailto:manila.product_complaint@roche.com) or call 7718-7777
- Forward the complaint samples, if available, to Roche (Philippines) Inc.

#### WHAT ARE SOME EXAMPLES OF PRODUCT COMPLAINTS?

- |  |  |
|--|--|
| • Improper packaging                                     | • Colorless liquid turned turbid         |
| • Mislabeling  | • Defective needle in a syringe          |
| • Faded manufacturing date and expiry date               | • Missing label                          |
| • Blister pack with missing tablet/ empty blister cavity | • Unusual appearance                     |
| • Color variation  | • Defective cap                          |
| • Tablet size or size variation                          | • Reconstitution problems                |
| • Product with foul odor                                 | • Discoloration                          |
| • Under-filled container                                 | • Missing lot number and expiration date |
| • Foreign material in a container                        | • Counterfeit product                    |

#### References:

1. Product Storage and Transportation Instructions. Roche Data on File.
2. SOP-0110726 version 6.0: PHL: External Product Complaint and Counterfeit Process, Roche (Philippines) Inc. Data on File.
3. Risks of buying medicines over the internet. <https://www.nidirect.gov.uk/articles/risks-buying-medicines-over-internet/>. Accessed 21Oct2022.

### 4. Prevent Medication Error

Ensure medicine is used immediately upon purchase. If not used immediately, store properly.



### 5. Use immediately

Check if the Generic name, Brand name and Dosage Formulation on the carton label are as prescribed by the physician.



### 6. Fight the Fakes

Be informed of the risks of buying medications from online pharmacies. Know your Do's and Don'ts to prevent counterfeit medications.

**FAKE**



Some online pharmacies could be selling counterfeit products. They could actually be part of an illegal operation that offers dangerous drugs that have not been checked for safety or effectiveness.

#### ⚠️ DO'S AND DON'TS ⚠️

- ☒ Do buy pharmaceutical products from official and licensed retailers.
- ☒ Don't buy from websites that offer discounts or cheap prices that seem too good to be true.
- ☒ Don't buy from websites that sell prescription drugs without a prescription.
- ☒ Don't buy from websites that offer to prescribe a drug without a physical exam or by answering an online questionnaire.
- ☒ Don't give any personal information such as credit card information, medical or health history - unless you are sure that your information will be kept safe and private.

If you need further information, please consult your Healthcare Provider.

For medical information queries and product quality complaints, please email: [philippines.medinfo@roche.com](mailto:philippines.medinfo@roche.com)

For suspected adverse drug reaction, please report to the Food and Drug Administration (FDA) at [www.fda.gov.ph](http://www.fda.gov.ph) and to the Roche (Philippines), Inc. Local Safety Unit via email at [philippines.drug\\_safety@roche.com](mailto:philippines.drug_safety@roche.com)

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