

LETTER OF ANNOUNCEMENT
“Best Practice on Alert Handling” Guideline

23rd June 2021

EMVO is pleased to inform you that the Guideline on “**Best Practice on Alert Handling**” has been approved by EMVO’s Board and is now available [here](#) and also on EMVO’s website under the *Knowledge Database* → *Document Overview* → *General*.

During the past weeks, the Alert Management Working Group (AMWG) worked intensely to define best practices for handling alerts generated in the EMVS (‘the Guideline’) that would be efficient and useful for all users concerned and ensure that **alerts are promptly resolved to minimise disruption to supply of medicines to patients**.

The Guideline sets out **decision trees for investigation of alerts**, defines the role of end-users, MAHs, NMVOs and EMVO and describes communication channels amongst them. Kindly note that the principles described in the Guideline are aligned with provisions relating to alert handling and reporting in the Delegated Regulation and the Falsified Medicines Directive.

Should you have any questions, please do not hesitate to contact our Helpdesk.

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