



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: PRODUCT RECALLS/SAFETY ALERTS (NON-PHARMACEUTICAL) **POLICY NO.** 427

CATEGORY: Safety	EFFECTIVE DATE: 10/89
POLICY CONTACT: Francisco Rea	UPDATE/REVISION DATE: 2/22
REVIEWED BY COMMITTEE(S): Environment of Care	

PURPOSE:

To provide guidelines for timely notification to the appropriate end-user, prompt response to the vendor, and to initiate the necessary exchange or return for credit.

POLICY:

In compliance with the Food & Drug Administration, product recall notifications are an important factor to ensure quality merchandise for patient care and employee safety. Harbor-UCLA shall have a process for providing timely notification to the appropriate end-user and a prompt response to the vendor, and for initiating the necessary exchange or return for credit with a vendor.

PROCEDURE:

1. NOTIFICATION

The vendor must identify the specific merchandise, catalog and lot numbers, and submit a written product recall notice to the following address:

Harbor-UCLA Medical Center
1000 West Carson Street, Box 425
P.O. Box 2910
Torrance, California 90509-2910

Notification may also come through Hospital Administration, Facilities Management, Finance, or the end-user's department.

Supply Chain Operations' receptionist clocks in the recall notice and forwards to the Procurement Manager or designee.


REVISED: 11/92, 8/95, 3/96, 1/99, 1/02, 6/07, 9/15, 8/18, 2/22

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2. LOGGING IN

Supply Chain Operations (SCO) logs the vendor recall information on the "Recall Action Log" indicating the date the recall was received from the vendor and the divisions notified.

3. CIRCULATION

SCO forwards a copy of the recall notice with a cover letter to the following parties:

- Environmental Safety Officer
- Appropriate Managers
- Other Applicable Hospital Personnel

A "Recall Status Sheet" is completed to identify the specific personnel alerted of the recall and the date on which they were informed. A copy of the product recall notice and the vendor's recall notice is sent to all appropriate departments.

4. FINDINGS

The department must return all recalled products to SCO for exchange or for credit. SCO will follow the written instructions provided by the vendor and contact the vendor by telephone for a Returned Goods Authorization (RGA) number, if required.

5. RETURNED GOODS (EXCHANGE/CREDIT)

SCO completes a "Report of Goods Returned" form as stipulated in the ISD/PCS - Procurement Manual, Procedure #248.

6. RESPONSE TO VENDOR

After each notified department has returned a completed and signed response, SCO, the procurement manager or designee will complete and return a "Response to Recall Notice" accompanied by a copy of the original recall notice to the vendor.

7. LOGGING OUT

SCO completes the "Recall Status Sheet" to reflect the date each department reply was received. The "Recall Action Log" is completed indicating the quantity of product found, and vendor replacement or credit issued.

8. STATUS

Reports are generated for distribution at the Environment of Care (EOC) Committee meetings and a quarterly recap is generated for the Environment of Care (EOC) Committee chairperson. These reports are reviewed as part of a Joint Commission mandate.

9. REPORTING

Status reports that recap recall activities are generated on a quarterly basis for Hospital Administration and the Environment of Care (EOC) Committee.