



MINISTRY OF HEALTH
Pharmacy and poisons Board

How to Report Poor Quality Medical Products

Healthcare providers, wholesalers, distributors and importers of medical products, market authorization holders and manufacturers.

- Document the facility's details
- Document product details :brand name, generic name, batch number or lot number, , date of manufacture & expiry, name of manufacturer, name of supplier, product formulation
- Describe the product quality defect / product related market complaint (e.g. broken, discoloration, molding, crumbling, incomplete pack, labelling issue, failure to function, malfunction of medical devices etc)
- Describe the storage conditions of the product
- State whether the product was dispensed and returned by a patient (where applicable)
- Write your name, contact and date of reporting

Report through the following channels; online platform:

<https://pv.pharmacyboardkenya.org/users/login>,

email: pv@pharmacyboardkenya.org,

Tel: +254 795 743 049



PHARMACY AND POISONS BOARD

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