

# Medicine Quality Alert: Class II Medicine Recall of Klincord (Chlorhexidine 7.1% drops) Batch Number WS21136

The Pharmacy and Poisons Board received the voluntary recall notification from Medcure Healthcare Limited to initiate an urgent recall of Klincord (Chlorhexidine 7.1% drops) Batch No; WS21136

From: Pharmacy and Poisons Board  
Published: 21/08/2023

**Recall Reference Number:** REC/2023/010

**Recall Classification:** Class II

**Recall Level:** Retail/Facility level

**Local Technical Representative:** Medcure Healthcare Limited, Kenya

**Manufacturer:** West Coast Pharmaceuticals. India

**Product name:** Klincord

**Active Pharmaceutical Ingredient:** Chlorhexidine 7.1% drops

**Affected Counties:** All

## Affected batches

Batch Number	Date of Manufacture	Date of expiry	Pack Size
WS21136	12/2021	11/2024	20ml

## Brief description of the problem

The product is being recalled following out-of-specification (OOS) results. The active ingredient in the product was found to be below the specifications.

## Action for healthcare professionals

Stop supplying the above batches immediately. Quarantine all remaining stock and await contact from Medcure Healthcare Limited who will arrange for collection of the product from the facilities.

## Action for patients and carers

Patients currently prescribed (Klincord (Chlorhexidine 7.1% drops) Batch No WS21136 should be contacted by their prescribing healthcare professional. This is because you require a review with your prescribing healthcare professional to discuss alternative treatment options.

## Further Information

For inquiries about consignments of the impacted batches, please contact Medcure Healthcare Ltd, at: [info@medcure.co.ke](mailto:info@medcure.co.ke) or via telephone: +254 710 710 000

Promptly report any cases of adverse events and suspected substandard and falsified products to the nearest healthcare facility or through the following channels:

- <https://pv.pharmacyboardkenya.org/users/mpublic>
- USSD code at \*271#
- Email [pv@ppb.go.ke](mailto:pv@ppb.go.ke) or [pms@ppb.go.ke](mailto:pms@ppb.go.ke)
- Telephone No. 0795743049
- Mobile application: mPvERS both Android and iOS

For any further information please contact the post-marketing surveillance unit at the Pharmacy and Poisons Board by email: [pms@ppb.go.ke](mailto:pms@ppb.go.ke)