

DHPCs and recall letters will be digital from October 1 onwards

The policy for sending Direct Healthcare Professional Communication (DHPC) and recall letters will change as of October 1, 2024.

Marketing authorization holders currently send this risk communication by post to healthcare providers. From October onwards, shipping will be done by e-mail.

With a DHPC, a marketing authorization holder immediately informs healthcare providers of new, important information about a medicine. A recall letter informs pharmacists about a recall for a medicine. Before dispatch, the content, target groups and method of distribution are coordinated with the Medicines Evaluation Board (MEB) and/or the Healthcare and Youth Inspectorate (IGJ).

The procedure for sending DHPCs is laid down in policy document MEB 44

<https://www.cbg-meb.nl/actueel/nieuws/2024/09/03/dhpcs-en-recallbrieven-vanaf-1-oktober-digitaal>. This document will be adjusted with the change in policy for sending the DHPC. Information about the procedure for sending a recall letter can be found on the IGJ website [Productdefecten melden en recalls | Geneesmiddelen | Inspectie Gezondheidszorg en Jeugd \(igj.nl\)](#)

Risk communication from now on by e-mail

With this policy change, important risk communications will be received more quickly. For the time being, this concerns the DHPC and the recall letter. Receiving this risk communication digitally has long been a wish of many healthcare providers.

As of October 1, healthcare providers with a known email address will receive this risk communication by email. If no e-mail address is known, the shipment will continue by post.

On the website of the Association of Innovative Medicines (VIG),

<https://www.vereniginginnovatievegeneesmiddelen.nl/procedure-oranje-hand-envelop-en-witte-hand-envelop> you will find information about registering for the digital DHPC and recall letters. More information about the change for recall letters can be found on the IGJ website, www.igj.nl/publicaties/vragen-en-antwoorden/veelgestelde-vragen-over-recallberichten. Also check out the Q&A on our website for other questions about the policy change:

<https://www.cbg-meb.nl/onderwerpen/hv-direct-healthcare-professional-communication/vraag-en-antwoord/vragen-en-antwoorden-over-beleidswijziging-risicocommunicatie>