

# Danish Medicine Verification Organisation

e-Vis Webinar - 18-03-2021



# DMVO Owners and Board

DMVO was formally established November 2016 as a limited liability company consisting of the 3 industry trade associations

- *Danish Association of the Pharmaceutical Industry (Lif)*
- *Danish Generic Medicines Industry Association (igl)*
- *Association of Parallel Medicine Importers (FPM)*



Board members:

MEGROS

AMGROS

FPM

Lif

igl  
Industriforeningen  
for Generiske og  
Biosimilære Lægemidler

Danmarks Apotekerforening

DMVO

# Danish Medicines Verification Organisation: "DMVO"



# Stabilisation period in DK

- Denmark is still in *Stabilisation Period* for many products

Timeframe is:

“Until Packs expiry date for products released prior to 9<sup>th</sup>. February 2019”

- February 9, 2021 we went from 300 full compliant products to 3000
- Full FMD compliant products is managed by NCA trough the medicines price file
- Covid 19 vaccines - 1<sup>st</sup>. Of June 2021



# DMVO alerts and End User connectivity to DMVS

- All end users have been connected to the DMVS since the 'go live' 9th. February 2019 (pharmacies, hospitals, wholesalers....)
- Alert rates:

Week	Alert rate %
Week 6	0,91%
Week 7	0,13%
Week 8	0,08%
Week 9	0,10%
Week 10	0,07%

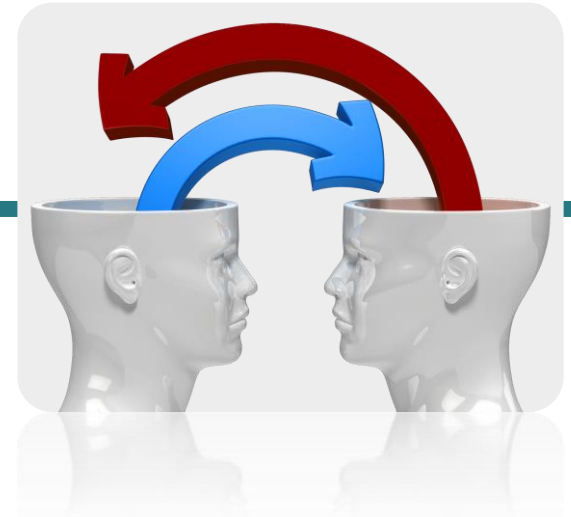


PSUM - Package Status Update by MAH - Incorrect update by OBP caused high number of #A7 - Pack already in requested state alerts.

- ★ Important that only correct data is being uploaded to the Hub.

DMVO uses NMVS Alerts for alert handling - optionally for MAH and end users.

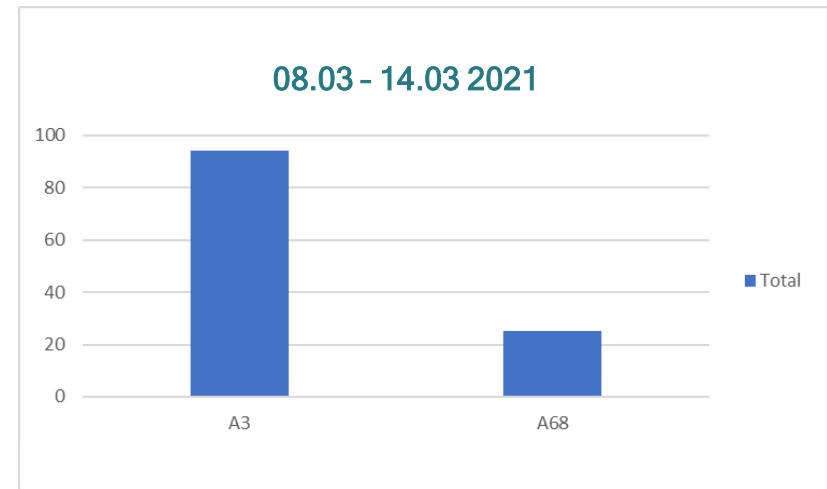
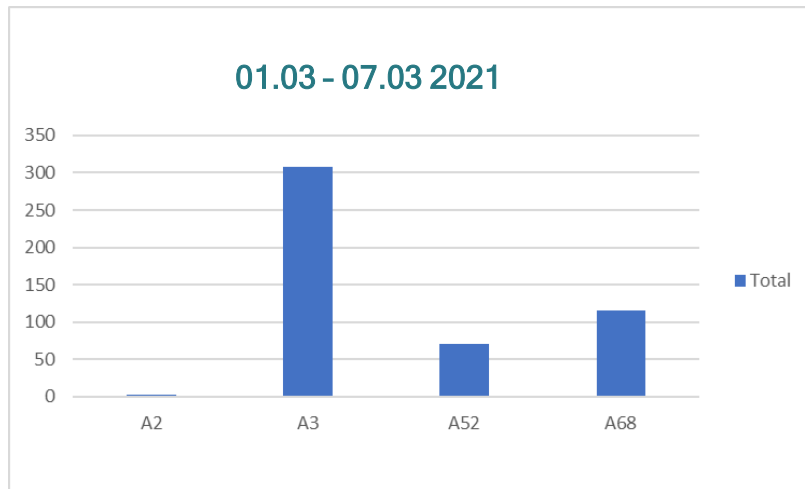
# Procedure for Alert handling



- Priority and approach:
  - ❑ Top 5 End Users
  - ❑ Top 5 MAH/Manufacturer
- Procedural or technical issues (end users)
- Incorrect upload/update, missing data, problems with 2D, data mismatch (OBP/MAH)
- Direct contact
- Active participation in alert investigation (support, statistics, training, information, input for internal use, weekly meetings, understanding of the alert types, technical issues, dialog with end user IT providers, virtual meetings, knowledge sharing.....)
  - ❑ Private Pharmacy
  - ❑ Dose Pharmacy
  - ❑ Hospital Pharmacies

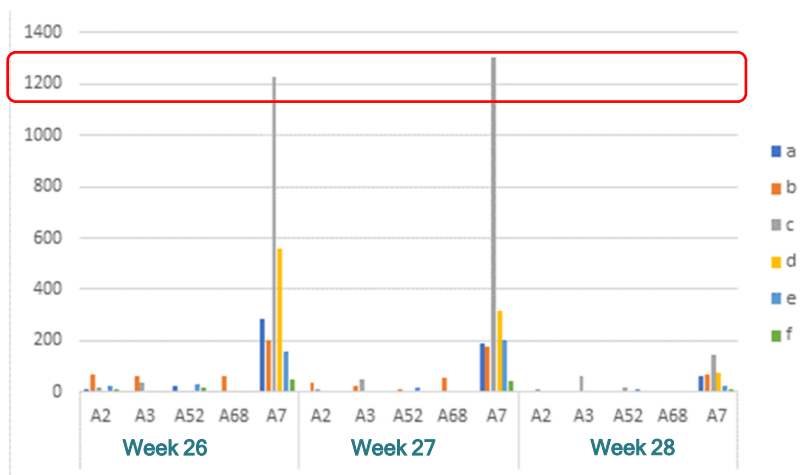
# Example of DMVO assisting an End User lowering alerts

- An end user generated a considerable amount of alerts over a period due to: procedural errors, scanner misconfigurations and software errors.
- Monitoring of incoming alerts, guidance and direct contact has resulted in a lowering in alerts of approximately 75%

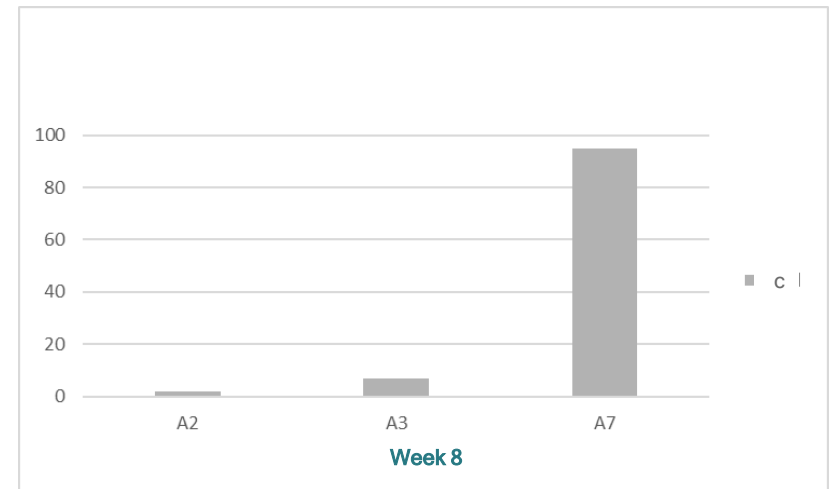


# Example of DMVO assisting a dose pharmacy with alerts

- In the example below, one particular dose pharmacy generated a considerable amount of alerts.
- Monitoring the alert rates closely, analysing data and having dialogues continuously, lead to pharmacy system and the internal procedural changes. The overall alert rate is lowered by approximately 92%



2020

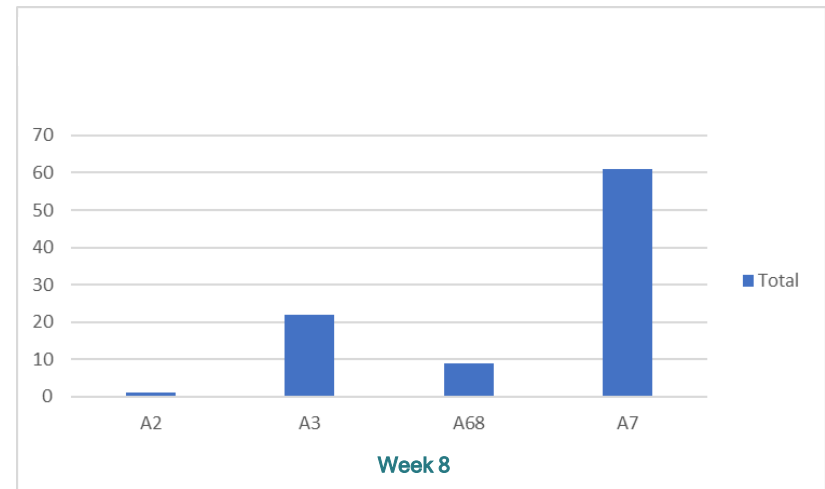
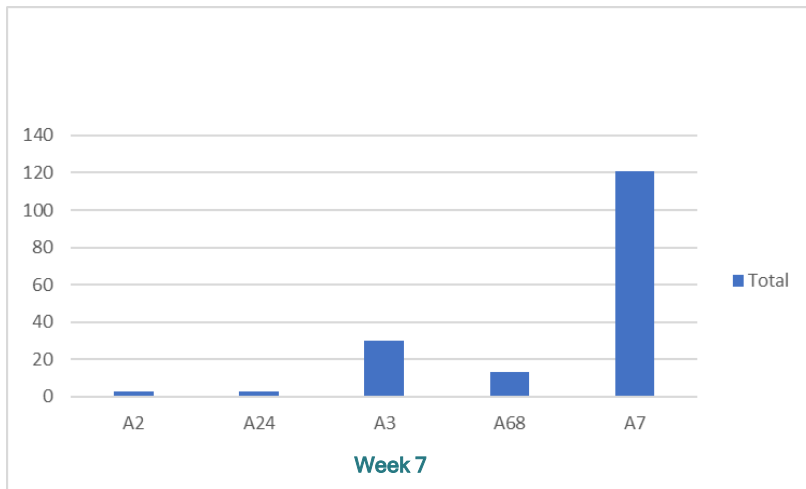


2021



# Example of DMVO assisting Hospital Pharmacies

- More hospital pharmacies are facing issues with procedural errors, software and scanner configurations.
- Weekly dialouge, including sharing weekly reports with the end users and joint problem solving has resulted in a lowering of alerts from one week to the next of approximately 55%



2021

# Alert investigation



All information available at the DMVO website:  
[www.dmvo.dk](http://www.dmvo.dk)

Includes the:

- Alert handling procedure of the [Danish Medicines Agency](#)
- [Guide for alert handling](#) for a MAH when contacting the DMVO
- Summary of [the root causes for alerts](#)

Assistance with alert investigation:

- Contact [info@dmvo.dk](mailto:info@dmvo.dk)

Important:

Only if it's a full compliant FMD package, (stabilisation period ended) the package must be set aside as long as investigation is ongoing.

# Recommendations going forward



- Nordic Packs:
  - Formalized knowledge sharing and joint investigation
  - Nordic investigation proces for shared packs
  
- Joint Nordic newsletter
  - Yearly or semi-annually
  - Common issues and resolutions regarding shared packs



