



You can help keep medical products safe

If you are buying or using medical products, please be aware that there are counterfeit medical products that may threaten your health and that of your loved ones. Reduce your chances of taking a counterfeit medical product by buying your medical products only from known and reliable sources.

BE AWARE

Be observant. If there is anything unusual about a medical product and packaging, tell your health care professional.

Evaluate. If your medical product has an unexpected effect or no effect, consider counterfeits as a possible reason.

Acknowledge. Tell your health professional what effect the medical product had on you.

Where. Tell your health professional where the medical product was bought, particularly if it was from a market, over the internet, or in the street.

Actively inform your health professional and other patients who might have received the medical product, about your experience.

Report the suspected counterfeit to your health professional.

Educate your friends and family about the risk of counterfeit medical products.

1. What is a counterfeit medical product?

A counterfeit medicine is a copy of a real medicine or medical device, which may have been mislabelled with regards to its name, or it might look just like an authentic medical product. Counterfeiting can apply to both branded and generic products. Counterfeit products may include products with the correct ingredients or with the wrong ingredients, without active ingredients, with insufficient quantities of active ingredients or with fake packaging.

2. What can patients do to fight counterfeit medical products?

Patients need to be aware that counterfeit medical products exist and be encouraged to purchase medical products from safe sources, such as registered pharmacies. In addition, patients should suspect any unnaturally low-priced medical product and be attentive to packaging and presentation of medical products. Any unexpected reactions to the medical product should be communicated to your health professional.

3. What about buying medical products from online pharmacies?

Know that in more than 50% of cases, medicines purchased over the Internet, from illegal sites that hide their address, have been found to be counterfeit. If you buy from the Internet, first ensure that the website is that of a pharmacy you know and trust. A reputable online pharmacy should provide the following information:

- Name of the pharmacy providing the service.
- The geographic addresses at which the pharmacy is established and its details (e-mail address, telephone, and fax numbers).
- Professional title of the pharmacist responsible and where title was granted.
- Professional body with which the responsible pharmacist is registered and the relevant supervisory authority.
- Reference to the applicable professional rules in the country of establishment and how to access them.

Which one is real?



The authentic medical product is on the right, the counterfeit is on the left.



www.whpa.org/counterfeit_campaign.htm