Recall Results
Professional Product Recall Management

Facing a Pharmaceutical Recall? We can Help!

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Proven Performance

Recall Results and PharmaLink have formed a strategic partnership aimed at enhancing drug safety and recall efficiency in the pharmaceutical industry. With over 30 years of combined experience, this groundbreaking collaboration leverages Recall Results' recall management and support services with PharmaLink's expertise in pharmaceutical returns processing.

Product Recall Process

1 Data Management

2 Design Communications Plan

3 Deliver Recall Notifications

4 Call Center and Web-Based Solutions

5 Effectiveness Check Responses

6 Product Retrieval & Processing

7 Secure Product Storage

8 Processing of Remedies

9 Compliance & Regulatory Reporting

Reliable Recall Services

Recall Results is well respected in the industry for third party administration of product recalls, and our expertise in customer relationship management. Our team has managed product recalls and corrective action programs for over 12 years across many different industries. We develop effective websites, provide automated voice response and multi-lingual live operator attendants, and have extensive experience managing recall notifications.

Here are just a few reasons you should consider a move to Recall Results and PharmaLink:

Product Recall Notifications

Recall Results produces and distributes recall notices to impacted stakeholders. Our team of recall specialists work closely with clients to compose the notification plan including delivery methods, scheduling of notices and follow-up efforts. Timely and accurate communications is essential to patient safety and an effective corrective action plan.

Call Center Services

Recall Results began its work in product recall as a call center. It's the core of our expertise. For companies who need expert product recall call center support, there is no other company to consider. We operate US-based, state-of-the-art facilities with available agents and capacity to handle the influx of calls and activity that a product recall generates.

Web-based Registrations

Recall Results provides dedicated websites for consignees, supply chain partners and patients to view information regarding the recall, access applicable instructions and complete effectiveness check response forms.

Effectiveness Checks

Recall Results provides effectiveness checks through a variety of approved methods, including: secure online websites, live call center operators, interactive IVR, e-mail and direct mail responses.

Product Retrieval & Processing

PharmaLink's NABP (VAWD) accredited returns facility is equipped with advanced processing technology and automation to ensure speed and accuracy in handling product recalls.

Remedies & Reimbursements

Recall Results works with clients to define and process remedies, which include: reimbursement payments, coupons, gift cards, fulfilling replacement products, or implementing software updates.
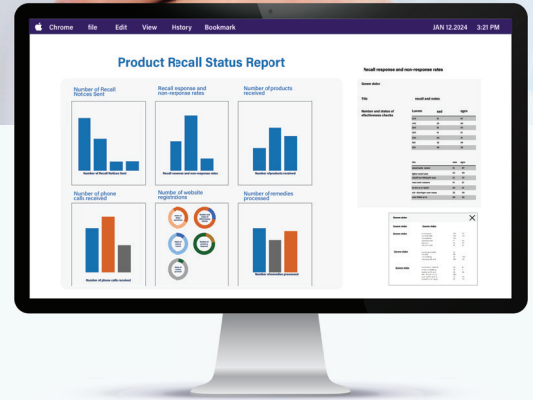
Process Controlled Substances

PharmaLink processes controlled II-V substances and completes all necessary DEA paperwork and filings.

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Managing Pharmaceutical Recalls with Premier Custom Reporting

Compliance & Regulatory Reporting

Recall Results proprietary software and reporting provides secure access to crucial data throughout the recall process. Effective data management and accurate reporting is essential to decision making, ensuring compliance and protecting clients from potential litigation. Knowledge is Power – and we put the power into your hands, equipping you with all you need for an efficient recall.

Reporting Capabilities

- Number of consignees, supply chain partners and patients notified
- Number of responses and non-responses
- Number of phone calls, website registrations
- Status of acknowledgement forms / effectiveness checks
- Number of products returned
- Waste Disposal reports
- Remedies processed

Key Features

- Easy navigation
- Real-time reporting and analytics
- Activity summary and detail reports
- Exportable data