

24/7 MEDICAL CONTACT CENTER

- Phone, email and chat support
- Human and animal expertise
- Management of inquiries, ADEs and product quality complaints
- After hours support, night, weekends, holidays
- Seasonal volume overflow

Our Medical Team

Our medical contact center is staffed with licensed or certified professionals in both human and veterinary medicine, all with strong clinical backgrounds. Our human medical team is comprised of paramedics, nurses, pharmacy technicians, pharmacists (PharmD), and physicians with board-certifications in toxicology and occupational medicine. Our veterinary team is comprised of veterinarians, including board-certified veterinary toxicologists, internists, and criticalists. In addition, we are staffed with certified veterinary technicians, all of whom receive extensive training in toxicology and pharmacovigilance.

CREDENTIALLED EXPERTS

SafetyCall is staffed with credentialed experts including physicians, pharmacists, veterinarians (board-certified in toxicology, internal medicine, emergency and critical care) and professionals in the basic sciences.



OUR MISSION

To make the world a safer place.

We do this by reassuring and providing quality care for our clients, their customers, animals and pets by delivering immediate, 24/7 access to clear and trusted health, safety and medical information, and by enhancing and promoting product safety

Regulatory Services Overview

- Adverse Event Management & Documentation
- Incident Analysis & Classification for Regulatory Reporting
- Regulatory Report Generation & e-Submission Support
- Trending Analysis & Benchmarking Review

VALUE PROPOSITION:

SafetyCall is a nationally recognized triple licensed health care practice providing unmatched professional leadership and expertise in delivering total solutions for human and animal adverse event management, regulatory compliance and post-market surveillance. SafetyCall partners with consumer and commercial product manufacturers and distributors to help them define and enhance the safety of their products.

We make our clients better!

For information, please contact:
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Consumer Product Services

Two important regulations applicable to the Consumer Products Industry that are a focus of SafetyCall Services:

Federal Insecticide, Fungicide & Rodenticide Act (FIFRA):

Section 6(a)(2) of the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) requires pesticide product registrants to submit adverse effects information about their products to the US Environmental Protection Agency (EPA). Registered products include any substance or mixture of substances intended for preventing, destroying, repelling or mitigating any pest.

Toxic Substances Control Act (TSCA)

Under TSCA, EPA inspectors may ask companies to readily retrieve records showing that significant incidents involving regulated chemicals have been systematically documented and reviewed for consistency to known toxicological profiles.

The health care professionals at SafetyCall have over 30 years of experience responding to issues related to Drug and Dietary Supplement products. All adverse events are documented and stored in our case management software application. Clients have access to their incident data 24/7 utilizing a secured password protected web-based search engine.

Important Considerations

Causality is not a prerequisite for tracking and reporting adverse events associated with the use of drugs or dietary supplements.

Understand that consumers will most likely report adverse events directly to the manufacturer. This means that manufacturers need to implement additional processes for differentiating between those adverse effects which may represent a potential safety concern from those having nothing to do with the use of the product.

Industries We Serve:

- Consumer Products
- Industrial Chemicals
- Institutional Products
- AgChem Products & Pesticides
- Animal Health & Veterinary Products
- Drugs: Prescription/OTC
- Dietary Supplements
- Medical Devices