



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Practical information for patients visiting the European Medicines Agency

An agency of the European Union



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1. The European Medicines Agency (EMA)

The aim of this document is to provide practical information to patients who are visiting the European Medicines Agency (also referred to as EMA or Agency).

The European Medicines Agency works under the authority of the European Commission and its main role is the evaluation and supervision of medicines for human and veterinary use.

The EMA is responsible for the “centralised authorisation” procedure for these medicines, whereby a positive outcome of an application results in a single marketing authorisation that is valid in all EU countries, as well as in the European Economic Area (EEA) countries (Iceland, Liechtenstein and Norway).

The work at the Agency is carried out by scientific and medical experts within dedicated EMA scientific committees with the help of a network of over 4,500 European experts including representatives of patient, consumer and healthcare-professional organisations.

Patients are an important stakeholder in the activities of the EMA and their extensive contributions are very valuable. You can find more information about how and where patients are involved with EMA in the [Annual Reports](#).

2. Where we are

The European Medicines Agency is located at:

30 Churchill Place
Canary Wharf
London E14 5EU
United Kingdom

Tel: +44 (0)20 3660 6000

Fax: +44 (0)20 3660 5555

Website: www.ema.europa.eu



3. Important forms to complete

If you have been invited to attend a medicine-related meeting, as an expert, which includes patient and consumer representatives, you will need to complete certain forms before you can be involved.

These forms include:

- Declaration of Interest and confidentiality undertaking (DoI) together with an online electronic curriculum vitae (e-CV). Please tick the box in the e-CV to show you are a patient representative
- Nomination Form

A member of staff is always available to help you through this process and answer any questions you may have.

For all other meetings such as workshops, training sessions, participating in Patients' and Consumer's Working Party (PCWP) meetings (in addition to the member or alternate), you will not need to complete these forms.

3.1. Declaration-of-interests (DoI)/ confidentiality-agreement form

The Agency has a policy on competing interests, which aims to ensure that all experts participating in the Agency's activities have no conflicts (financial or consulting) in the pharmaceutical industry that could potentially affect their impartiality.

As part of this policy, patient and consumer representatives working with the Agency on medicine-related or other confidential activities are required to complete a public declaration of interests and confidentiality undertaking form. The Agency will send you an electronic DoI form prior to your first involvement, together with a guidance document giving step by step instructions.

You should complete the form and send it back to the Agency electronically. You will then receive an automated receipt followed by unique sign-on credentials in a separate e-mail, which you then need to use to validate your submission and upload your e-CV. These sign-on credentials will also be used to access any documents via the secure server (see 3.3.)

3.2. Expert-nomination form

Patient and consumer representatives who will be involved in EMA activities need to complete the nomination form to be nominated as an "EMA expert". This form is the same for all experts – so only fill in the sections that apply to you, leave the other sections blank.

3.3. Eudralink and internet access

The EMA uses a secure system to send confidential documents to you by email. In order to access these documents, you will need a Eudralink account.

To request a Eudralink account please contact: eudralink@ema.europa.eu or IT help desk at ext. 8520 who will send you the relevant forms to complete.

Please note that you cannot use a web based e-mail address (hotmail, gmail, yahoo) or any account of this type to receive a Eudralink account at the EMA.

Your Eudralink user name and password will also enable you to connect to the WiFi system within the Agency.

3.4. Additional Requirements

Please inform us if you will require any assistance when you visit the Agency, e.g. if you have mobility, visual or cognitive impairment. You will be met by a staff member and accompanied to the meeting room and would also be assisted with exiting the building unaided in the case of an emergency.

Please also inform us if you will be accompanied by a carer, as they may also need to complete a Declaration of Interest and confidentiality, if they accompany you into the meeting room. The cost of travel of the carer is also covered by EMA.

4. Planning your travel

Once you have completed the required forms, you will be sent an official invitation to attend a meeting at the EMA. For reimbursed delegates, you can request your hotel/travel arrangements through our on-line MMS system (please see below) and EMA will make the bookings for you. You can of course make your own bookings but please consider our ceiling reimbursement levels and ensure you retain your receipts, boarding passes etc. for reimbursement.

Please do not organise any travel or accommodation before you have received the official invitation from the EMA.

4.1. Invitations

Invitations to meetings are sent electronically via our MMS system (please see below). All necessary information (a list of hotels, a booking form, etc.) accompanies the invitation.

4.1.1. Meeting Management System (MMS)

All your reimbursed travel and accommodation can be booked directly online via the MMS system that can be accessed using your Eudralink account name and password, which are the sign-on credentials received as per section 3.1. .

<https://mmse.ema.europa.eu/mmse>

If you do not have a password, or have lost your password, or have any problem or concern, please do not hesitate to contact the EMA by e-mail at mms-e@ema.europa.eu or telephone: +44 20 3660 7523.

You normally receive confirmation, at the latest, one week prior to your meeting however depending on the number of meetings being organised this can vary.

4.2. Meeting and Conference Management Department

The Meeting and Conference Management Department is located on the 6th floor. The Department is responsible for the organisation and support of meetings at the EMA as well as travel arrangements for delegates including reimbursements.

- Tel. +44 (0)20 3660 7700 e-mail: bookings@ema.europa.eu

Financial queries:

- Tel. +44 (0)20 3660 7707 e-mail: DelegateReimbursements@ema.europa.eu

5. Getting to Canary Wharf

Below you will find the public transport options for travelling to Canary Wharf.

From Heathrow airport:

- Take the London underground Piccadilly Line to Green Park, change to the Jubilee Line to Canary Wharf (journey time around 1 hour 20 minutes);
- Alternatively, take the Heathrow Express train to Paddington, then the Circle or Bakerloo Line to Baker Street, then the Jubilee Line to Canary Wharf (journey time around 1 hour 20 minutes);

- Alternatively, take the Heathrow Express train to Paddington, then the District or Circle Line to Tower Hill then the Docklands Light Railway (DLR) to Canary Wharf (journey time around 1 hour 30 minutes).

From Gatwick airport: take a mainline train to London Bridge then the Jubilee Line to Canary Wharf (journey time around 50 minutes).

From London City airport: take DLR City Airport to Canary Wharf (journey time around 20 minutes).

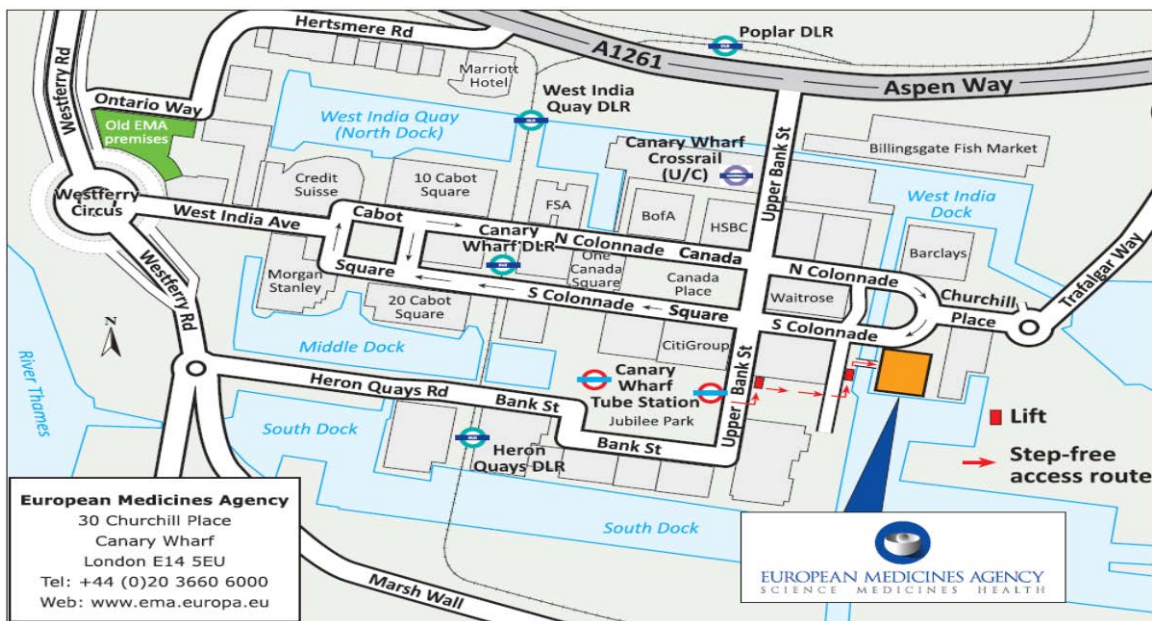
From Luton airport: take a first Capital Connect train to London Bridge then the Jubilee Line to Canary Wharf (journey time around 60 minutes).

From Stansted airport: take the Stansted Express to London Liverpool Street then the Circle Line to Tower Hill and change onto the DLR to Canary Wharf (journey time around 70 minutes).

From St Pancras International train station: take the Northern Line to London Bridge then the Jubilee Line to Canary Wharf (journey time around 45 minutes).

5.1. Finding the European Medicines Agency (EMA) – 30 Churchill Place

5.1.1. Location map



5.1.2. Directions from Canary Wharf station

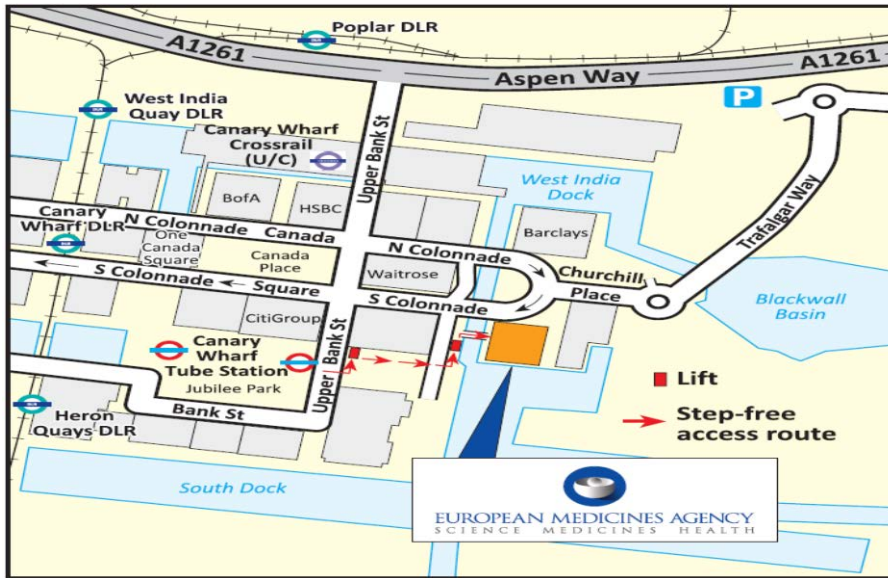
Canary Wharf station is very close to 30 Churchill Place and, if travelling by public transport, it is advisable to arrive at this station. It may already be familiar to you. It is served by two lines: the Jubilee line and the Docklands Light Railway (DLR). These lines use different parts of the station so your orientation upon arrival depends on which line you use.

- *From the Jubilee line*

From East exit (NB this is the closest exit to 30 Churchill Place): exit the station and turn left into Upper Bank Street, turn right at Canada Square and continue straight into Churchill Place.

From West exit: exit the station and turn right into Canada Place, turn left into The South Colonnade towards Canada Square and continue straight into Churchill Place.

- From the DLR



Exit into South Colonnade, turn left towards Canada Square continuing straight into Churchill Place.

- Step-free access

To leave Canary Wharf station, there is a lift service at both the East and West exits of Canary Wharf station (Please note the East exit is closest to 30 Churchill Place). There is also a lift service from all DLR platforms.

Step-free access route

Once you have exited the station, the recommended route is to take the East exit onto Upper Bank Street; cross onto Montgomery Street, then take the lift up to the footbridge, which allows you to reach the entrance to 30 Churchill Place without any steps.

6. Once you arrive at the European Medicines Agency

On arriving for your meeting at the EMA, please report to the main reception desk, where you will be issued with a security badge with a coloured lanyard (or cord) (refer to 7.3.). The procedure should not take long, but we recommend arriving in good time before your meeting starts to reduce any possible inconvenience. Please bring an identity document with you (as this enables quick and accurate recognition of your name).

Please wear your security badge for the duration of your visit to the EMA offices. You will need it to enter and exit via the turnstiles in the lobby area by reception. The meeting room areas used by delegates are on the 2nd and 3rd floors, which can be accessed using the lifts beyond the turnstiles. Your meeting room details will have been provided to you in advance.

Luggage and coats can be stored in the wardrobes in the delegate lounge on the 2nd floor, or in any of the wardrobes outside the meeting rooms on the 2nd and 3rd floors. Despite the high level of security in the building, since these wardrobes are not locked we would recommend keeping smaller valuable items with you rather than leaving them unattended.



6.1. Lifts

There are 10 passenger lifts that can be accessed from the ground floor lobby on entering the building. These lifts are labelled with a letter from A to J.

To reach the required floor, press the relevant number on the keypad outside the lifts. You will then be directed to Lift A-J. There are no floor number buttons inside the lifts.



6.2. Conference rooms



The conference rooms are located on levels 2 and 3. Each room is organised such that the Chair and EMA staff sit at a 'head' table located at one end of the room and perpendicular to the delegates.

In some conference rooms there is a specific seating area for the pharmaceutical companies during oral hearings.



Each delegate is provided with:

- a microphone
- a set of headphones
- power points with UK and EU plugs

6.3. Restaurant, deli bar and coffee bar

The restaurant and coffee bar are located on the 4th floor.

The restaurant is open for breakfast from 8:00 – 10:15 and lunch is served from 12:00 to 14:30.

The coffee bar, serving tea, coffee, fresh juices, biscuits, cakes etc., is open from 7:30 to 17:00.

In the afternoon and early evening, light food and drinks are also available in the Promenade Lounge, which is located on the Promenade level (floor -1) and is open from 17:30 – 21:00.



6.3.1. How to pay in the restaurant, coffee bar and Promenade Lounge

The restaurant, coffee bar and Promenade Lounge operate on a cashless payment system. This speeds up till transactions and is very easy to use, requiring no PIN numbers or codes.

6.3.1.1. Cashless payment (visitor) cards

You can use either cash or credit/debit card to buy a visitor card from the terminals on the 4th floor and only cash for the terminals on the 2nd and 3rd floor "A" meeting room area. The terminals issue a card with the balance of cash received less a £3 deposit for the card (ie if £10 is put into the machine, the visitor will receive a card with £7 that can be spent in the restaurant, promenade lounge, coffee bar and deli bar. The £3 will be refunded when the card is returned).

At the end of the visit, simply reinsert the card in one of the visitor card terminals and the deposit plus any account balance will be refunded. If you bought the card with cash, then you will be refunded in cash. If you bought the visitor card with a cred/debit card, then the deposit plus any remaining balance will be refunded to your bank account that you used to buy the visitor card. If visiting the EMA frequently, visitors may wish to retain the card for future use.

7. Facilities and equipment available

7.1. Disabled facilities

The Agency is entirely wheelchair accessible and each floor has 1-2 disabled toilet facilities.

7.2. Wi-Fi

A dedicated Wi-Fi service for delegates is available for use on your personal device or on a borrowed EMA device.

All visitors to the Agency assigned security badges with yellow and black lanyards will be provided with individual wi-fi login details printed on their badge.

Alternatively, you can use your Eudralink or MMS login and password provided (as per section 3.3.)

Please contact the IT service desk for further information: (tel. +44 (0)20 3660 8520 or contact <https://servicedesk.ema.europa.eu>).

It is possible to connect to the agency's Wi-Fi network using a Windows laptop, a non-Windows laptop or another personal device (such as a tablet or smart-phone). The IT service desk can only guarantee IT support for EMA equipment, but it will seek to provide all the information needed to allow delegates to configure their own laptop or other device to connect successfully to the agency Wi-Fi.

7.3. Lanyards

You will be provided with a cardholder and a lanyard (or coloured cord).

Black lanyards: Delegates (EMA experts with an up-to-date DoI)

Blue lanyards: EMA staff, interims, trainees

Yellow lanyards: Delegates without an up-to-date DoI, personal visitors, visitors, interviewees

Red lanyards: Industry representatives

Green lanyards: IT consultants, Permanent and ad hoc contractors

Grey lanyards: Public hearings attendees

7.4. Storage of personal property

There is ample storage space for luggage, coats, etc. in the wardrobes in the delegates' area. The storage space is intended for use while attending meetings at the EMA. There is a high level of security in the building, but the EMA cannot be responsible for any belongings left in the building.

7.5. EMA list of abbreviations:

For a useful link to EMA terms:

http://www.ema.europa.eu/ema/index.jsp?curl=pages/document_library/landing/glossary.jsp&mid

European Medicines Agency

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Send a question via our website www.ema.europa.eu/contact

www.ema.europa.eu