



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Frequently Asked Questions

PCWP meeting
13 September 2011





Setting the scene

- EMA answers enquiries from many stakeholders including patients, members of public and healthcare professionals
- Analysis of enquiries show recurring questions with large number relating to non EMA issues:
 - in 2011: 15 % on medicines not authorised through EMA,
10 % on availability/ distribution,
5 % on treatment advice



Examples

- “Do you know if it is possible to buy NPlate in Latvia? Is this medicine very expensive?”
- “Is Adenuric now available in the Philippines?”
- “Can you please advise me on how I can legally gain access to Ritalin from a legitimate online pharmacy in Europe and have it sent to Greece?”
- “I want to know what methods European doctors are using to cure prostate cancer.”



FAQ

- Most frequently asked questions have been compiled with standard answers
- Published on [website](#) (Home> About us>FAQs)
- They include all frequently asked questions to the Agency (not only from patients/drs)
- Updated on a regular basis
- Referred to in our signatures when answering to enquiries



Conclusion

- FAQ to :
- be **first point of call** for enquirers
- provide **quick** and **useful** answer
- be a **helpful** source of info to anyone who wants to learn about EMA activities

If not, general guidance can be found for submitting enquiry (i.e. email address, background info)