

Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

Date: Tuesday, October 22, 2019

Time: 10:00 am—11:00 am

Theme: How to Report Complaints and Product Problems to the Food and Drug Administration (FDA)

Speaker: Vera Allen, FDA Consumer Complaint Coordinator for New York State Area

Call in number: 1-605-562-0400; **Access code:** 4715203#

If you have problems dialing into number listed above try 218-339-7800 or 712-832-8330



Session Overview:

The U.S. Food and Drug Administration (FDA) is charged with protecting the public health by ensuring product safety and following up on problems associated with their application.

The FDA assists older persons and caregivers through the handling of complaints about a variety of products including prescription and over the counter drugs, medical devices, cosmetic products, tobacco products, and food products including dietary supplements.

The FDA is a major source of checks and balances for product quality and safety. They encourage citizens to report problems, such as adverse events, so that they can be corrected and so that more consumers will not encounter similar issues.

DID YOU KNOW?

The Food and Drug Administration regulates product that account for about 20 cents out of every dollar that consumers spend each year.

In this session, you will learn about:

- ✓ What products you can report on and when
- ✓ Why you should report on problems
- ✓ How you should submit a report
- ✓ What happens when you submit a report
- ✓ The role of the FDA Consumer Complaint Coordinator



**ALL TEACH-INS RUN
FROM 10:00—11:00 AM.**

REMINDERS:

- Mark your calendars for our next Teach-ins on Tuesday, November 19 and December 10. 10-11 AM. Topics to be announced.
- If you missed one of our past Teach Ins, you may access recordings and any session materials on our website at **www.nysenior.org**.
- Please see our website for announcements of future sessions.

Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

STATE  WIDE
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at
800-333-4374

Information is also available on the StateWide website at
www.nysenior.org

E-mail questions to:

StateWidePatientsRights@gmail.com