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28 May 2024

s 9(2)(a)

Ref: H2024040708

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health – Manatū Hauora (the Ministry) on 2 May 2024 regarding the reporting of adverse reactions to medicines. You requested:

> *"Many people have reported emailing their covid jab adverse events directly to Medsafe's email address, rather than using the CARM system, especially in 2021.*
> *What happens to those accounts?*
> *Where are they logged?*
> *What do they show and which public or private, passive or active pharmacovigilance systems are informed by them?"*

All adverse events which have been reported to CARM, no matter their method of reporting, end up in the Centre for Adverse Reactions Monitoring (CARM) database. If an adverse event is reported to Medsafe by emailing CARMreport@health.govt.nz or via post, Medsafe logs the adverse event in the CARM database.

CARM reports are used for the purposes of medicines safety monitoring as explained on the Medsafe website www.medsafe.govt.nz/safety/education-and-information.asp.

I trust this information fulfils your request. If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā

Chris James
Group Manager
Medsafe