ADVERSE DRUG REACTION REPORTING PROCESS

INTRODUCTION

This SOP describes how to prepare and complete an Adverse Drug Reaction (ADR) in CHARMS (Canadian Haemophilia Assessment and Resource Management System).

CHARMS is an MS Access Database that is utilized by 26 Haemophilia clinics across Canada. It collects data on product distribution, clinical outcomes, adverse events, genotyping, and has clinical, nursing and study consent modules.

Confirmed ADRs are posted in CHARMS with corresponding data placed in the Health Canada ADR Report. This information is sent out to all intended recipients via the CHARMS webserver.

Responsibilities:

Haemophilia Clinics
- Tracking of patient haemophilia records in CHARMS
  - Includes product names, lot numbers, quantity, infusion diary, etc.
- Quick response to patient concerns
- Review/update of ADR reporting in patient charts and CHARMS
- Haemophilia physician approves symptoms as ADR

AHCDC
- Notifying clinic of any discrepancies and omissions of ADR submissions
- Notifying the Principle Investigator of all discrepancies and their resolution
- Review of ADR reports

** this documentation reflects the assumption that the user has basic knowledge of the CHARMS program

AMENDMENTS FROM PREVIOUS DOCUMENT

None

DOCUMENTATION REQUIRED

This SOP Title:  
File name:  

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MATERIALS
Adverse Drug Reaction details

EQUIPMENT/INSTRUMENTS
PC running the CHARMS program

PRECAUTIONS
01) Ensure correct patient data is entered in CHARMS.
02) Ensure patient name/PHN matches the Canadian Haemophilia Registry (CHR) Number that is referenced in CHARMS
03) It is mandatory that only one designated person at each clinic have the authority to submit this report. It will be up to the Clinic Director to make this choice.

PROCESS
A. Log into CHARMS

01) Upon logging into CHARMS, use the Infusion Diary and locate the infusion episode

![Infusion Diary Screenshot]

02) Select the line item of product infused prior to the reaction reported by the patient.
03) Click on the Reaction button and proceed to fill in the Adverse Event report.

A. Some cells may be pre-populated with existing data (ie: UI#, last recorded weight, age, date of birth). Please review to ensure all is correct.

B. ‘Primary’ product tab. This tab records the product infused as selected from the Infusion Diary to initiate the report. If there is a need to report a secondary product infused, enter the details by selecting the ‘Secondary’ tab.


Note: Most information is to be entered manually with the exception of B5. Tests where you can select the applicable test results as well as add text. All information inputted in each section will be added on the Health Canada ‘Adverse Reaction Form’
B.4. Reaction

Enter patient reaction details here.

B.5. Tests

Edit and submit on the lab results that are applicable.
History, Drugs and Treatment tabs will allow all the administrator to describe each section in detail.

05) Report Preview
It is recommended that the report be reviewed by the Clinic Director or reporting Health Professional before it is submitted. To preview the report, click on the magnifying glass. Make any revisions to the form as required.

06) Submitting the Adverse Event
Click on the Save button to submit the ADR. Click ‘Yes’ on the popup box to finalize the submission.
Patient Visits Clinic and advises of reaction to Doctor of recent adverse reaction.

Dr. decides if an ADR is warranted

Details of reaction are added to the CHARMS application in the clinic.

Once all the ADR info has been entered it is ‘posted’ to the web server database using automated web page forms and HTTPS.

Recorded on the web site: intended recipients, ADR info, posted by and when. Lastly URLs are emailed to intended recipients via web server.

ADR recipient receives email URL link with invitation to view the ADR and clicks on link.

Web site prompts for Login and decides if access is granted to the URL.

ADR report is presented in PDF format and audit trail of who viewed it is updated. ADR may be printed for paper file or re-viewed at a later date.
CHARMS ADVERSE EVENT REPORTING MODULE

EMAIL FLOWCHART

ADR REPORT SENT

ADR REVIEW TIME
(24hrs)

VERIFY ADR HAS
BEEN ACCESSED

EMAIL RECEIVED?

EMAIL BOUNCEBACK/
ERROR?

CONTACT P.I. OR
GOV'T/PHARMA
TO REQUEST
UPDATED CONTACT

ACCESSED?

FOLLOW UP WITH
‘NON-Reviewer’ TO
DETERMINE IF THEY
RECEIVED THE EMAIL

REQUEST TO HAVE
FILE REVIEWED

CONTACT ADR
IT SUPPORT

DONE