



Pharmaceutical Management Branch/Cancer Therapy Evaluation Program/Division of Cancer Treatment and Diagnosis/National Cancer Institute
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FAQ: Lost shipment or missing drug

Question: *We know that our shipment of PMB-distributed agent was delivered, but we think that the housekeepers thought it was trash and took it. What should we do?* Or, we had 24 vials of an NCI-supplied agent, but we cannot find them.

First, conduct an investigation to determine what happened:

- Collect all the facts, and make a list of all the things you think you know—when the agent was delivered, who signed for it, who was present in the investigational drug area, approximately what time the shipment or part thereof disappeared.
- Call the Pharmaceutical Management Branch if you need a copy of the shipping record or information about who signed for the shipment.
- Look for any conflicting facts, and reconcile them. If one employee says that another whose name is John was in the area, make sure you talk to John.
- Walk the route by which you suspect the shipment disappeared. Look into trash can, dumpsters, trash shoots, etc., to see if the shipment is there. Don't forget to check the cardboard recycling container to see if the box is there.
- Write an incident report describing in chronological order what happened, and your efforts to locate the shipment. Include your corrective action plan so this won't happen again.
- If you did not log the shipment in when it arrived, document the shipment on the Drug Accountability Record Form, indicating the quantity received.
- Now, remove that quantity from inventory on the next line. Write, "Shipment lost (see incident report)," where you would ordinarily write the patient's initials/number, and attach a copy of your incident report to the DARF.
- Reorder from PMB if you need more agent. Make a note that the previous shipment was lost, so that the PMB drug authorizer will send more agent.

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*Prepared and distributed by the Pharmaceutical Management Branch, CTEP, NCI.
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Information in this FAQ is subject to change without notice; check periodically for updates.
Please contact PMB at (301) 496-5725 if you have questions.*