



<<Date>>

<<First Name>> <<Last Name>>

<< Address line 1>>

<< Address line 2>>

<<City>> <<ST>> << Zip Code>>

### **IMPORTANT WITHDRAWAL INFORMATION**

Dear <<First Name>> <<Last Name>>,

We are sending you information about ranitidine syrup products that may be valuable to you.

On April 7, 2020, Pharmaceutical Associates, Inc. issued a notice that it is conducting a voluntary market withdrawal of ranitidine syrup products. **Pharmaceutical Associates, Inc. is conducting the withdrawal of these products at the request of the United States Food and Drug Administration (FDA). The FDA has requested manufacturers of all prescription and over-the-counter ranitidine products because it has determined that the level of contaminant known as N-Nitrosodimethylamine (NDMA) in some ranitidine products increases over time and when stored at higher than room temperatures and may result in consumer exposure to unacceptable levels of this impurity.**

Our records show you may have received a prescription for the following medicine recently from your retail pharmacy:

[Drug Name]

The FDA is advising patients taking prescription ranitidine to speak with their health care professional about other treatment options before stopping the medicine, as there are multiple drugs approved for the same or similar uses as ranitidine that do not carry the same risks from NDMA. **Please call your doctor right away for advice if you might be using affected medicine.** Your doctor knows your medical history and can tell you what to do next. If you need a prescription for a different medicine, please contact your doctor.

In light of the current COVID-19 pandemic, the FDA recommends patients and consumers not take their medicines to a drug take-back location but follow the specific disposal instructions in the medication guide or package insert or follow the agency's recommended steps, which include ways to safely dispose of these medications at home:

1. Mix medicines (liquid or pills; do not crush tablets or capsules) with an unappealing substance such as dirt, cat litter, or used coffee grounds;
2. Place the mixture in a container such as a sealed plastic bag;
3. Throw away the container in your trash at home; and
4. Delete all personal information on the prescription label of empty medicine bottles or medicine packaging, then trash or recycle the empty bottle or packaging.

(over)

This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Caremark. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.

For more information, please call Pharmaceutical Associates, Inc. toll-free at 1-800-845-8210. You may also contact the FDA consumer inquiry line toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit [www.fda.gov](http://www.fda.gov).

- This material is available in other languages. Please call our member services department at the toll-free number listed on your benefit ID card. TTY users should call 1-800-863-5488.
- Esta información está disponible en otros idiomas. Por favor llame a nuestro departamento de servicios al cliente al número gratuito que aparece en su tarjeta de identificación. Los usuarios de equipo teleescritor (TTY) deben llamar al 1-800-863-5488.

Sincerely,

CVS Caremark® Medical Affairs