

PE1463/R

Amdipharm Mercury Company (AMCo)

Thank you for contacting Amdipharm Mercury Company (AMCo) Medical Information department. I understand you have requested information regarding the availability of liothyronine 20micrograms (mcg) tablets.

Firstly, please allow me to apologise for the considerable delay in responding to your original email. I hope the information below will address the issues you have raised and alleviate all of your concerns.

With regards to your original enquiry, we had experienced significant manufacturing delays for this product over the last few months, which obviously had affected the drug therapy for many patients who rely on this medication. I can confirm that this product is now back in stock and is available via all local pharmacies. If any of the pharmacies in your constituency continues to face difficulty in obtaining this product for patients, please ask them to contact our Customer Service team on 020 8588 9441/9368 who will be happy to assist.

I am sure you can appreciate the extensive process involved in producing medicines for human consumption and trust you can understand that we take our duties very seriously. For this reason, I am unable to categorically confirm that this issue is unlikely to be repeated. Disruptions to supply of liothyronine can occur if one large batch is rejected at the final manufacturing stage. This can be due to any number of reasons and the product cannot be remanufactured immediately until all the pending issues are rectified.

Please be assured that every possible effort is made to ensure that our products and services are provided to the highest standards and we hope this provides some reassurance for you.

Yours sincerely,

Rina Kundi

Medical Information

Amdipharm Mercury (AMCo) Group