Time and key moments

# **Unified Intake Tool**

- UAT Federalist
- Safety Reporting Tool (SRP)
- MedWatch
- Vaccine Adverse Event Reporting System (VAERS)

## **Overview**

July 2025

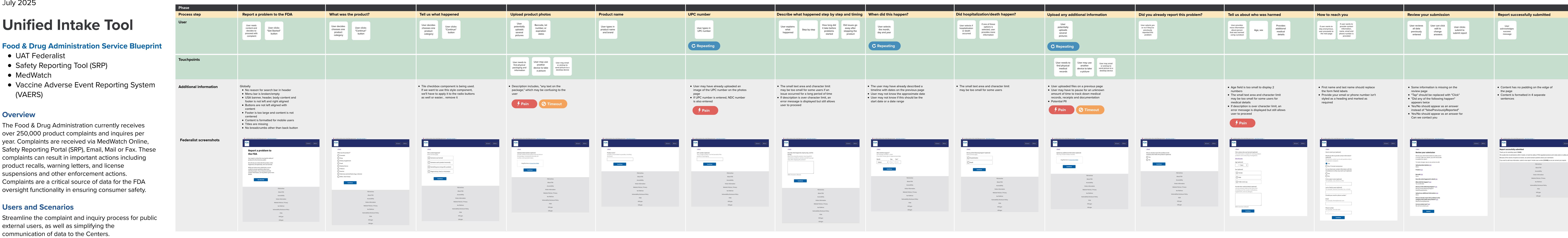
The Food & Drug Administration currently receives over 250,000 product complaints and inquires per year. Complaints are received via MedWatch Online, Safety Reporting Portal (SRP), Email, Mail or Fax. These complaints can result in important actions including product recalls, warning letters, and license suspensions and other enforcement actions.

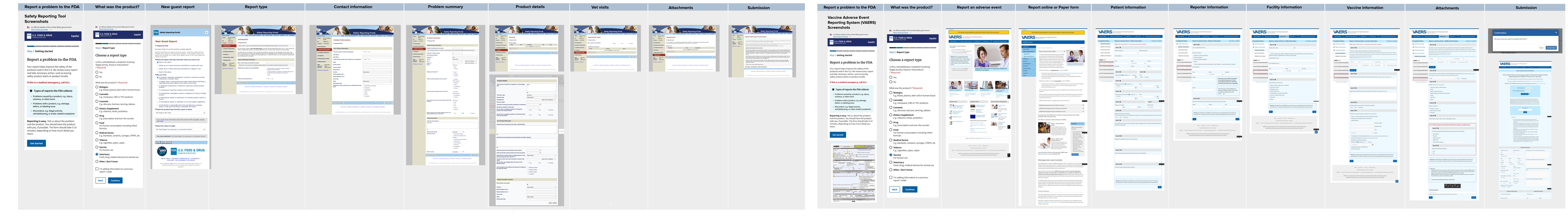
- Users are left to attempt to navigate these multiple assurance on whether their message has made it to the right place.
- There is an estimated drop off rate of 70-90%, meaning a lot of potential valuable data is lost before it can be submitted.
- Since complaints and inquiries may need to go through internal triaging and routing which means either complaints are can be delayed in reaching the right destination or dropped entirely.

 Creation of a central intake form for voluntary complaints for the following centers: a. Center for Drug Evaluation & Research (CDER) **Device information** 

**Patient information** 

- b. Human Foods Program (HFP)
- c. Center for Devices & Radiological Health (CDRH)
- d. Center for Biologics Evaluation & Research (CBER)
- e. Center for Tobacco Products (CTP)
- f. Center for Veterinary Medicine (CVM)
- g. Office of Cosmetics & Colors (OCAC) Re-direction of complaints that fall outside of above
- Centers to appropriate federal agencies



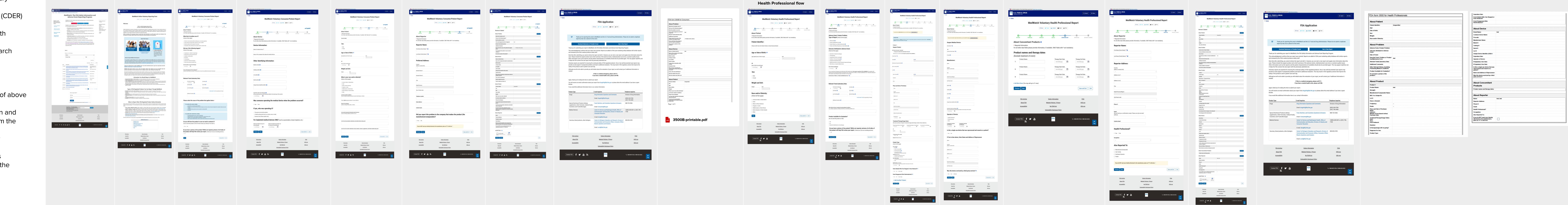


Paper form 3500 for professionals

Thank you / submission

Review and submit

Reporter information



Thank you / submission

**Reporter information** 

Review and submit