

Supply issue



Your medicine is affected by a supply issue

When a supply issue happens, Pharmac works closely with the supplier to resolve it as quick as we can.

Why is this happening

The most common reasons include:

- shipping and distribution disruptions
- changes in demand
- manufacturing or quality assurance challenges
- product discontinuations
- labour shortages across the supply chain.

We're sorry

We know that supply issues can be disruptive. We work closely with suppliers to make sure you can access the treatment you need.

What will happen?

Your pharmacist will let you know the detail because each supply issue is different. We have a few ways of managing them.

Your pharmacist may

- give less of your medicine than usual
- give you a different brand
- ask you to come back on a different day to collect your medicine
- need you to get a new prescription for the person who prescribed your medicine.

About us

Pharmac is the New Zealand Government Agency that makes decisions about what medicines are funded for use in New Zealand.
Email: enquiry@pharmac.govt.nz

Stay up-to-date

If the supply issue is nationwide, we will likely have information on our website.

www.pharmac.govt.nz/notices