

Frequently Asked Questions and Answers – National Alert Management System (NAMS)

1. What is NAMS?

The National Alert Management System (NAMS) is a new platform integrated within the National Medicines Verification System (NMVS), designed to improve the way alerts are managed by all stakeholders.

2. Who can use NAMS?

NAMS is available to all End-Users in Romania, including pharmacies, wholesalers and hospitals connected to NMVS.

3. Why was NAMS introduced?

NAMS was implemented to enhance the efficiency, transparency and speed of alert management, replacing the current workflow based mainly on weekly reports.

4. How can I access NAMS?

End-Users can access NAMS directly from NMVS portal or through the internal application, using the same login credentials and digital certificate as for NMVS.

5. Will NAMS replace existing communication channels?

Yes. NAMS will become the official communication channel between End-Users, OSMR and the National Competent Authority (ANMDMR).

6. What are the main benefits of NAMS?

NAMS allows real-time alert visibility, direct communication within the system, access to alert history and status, and more efficient resolution of alerts.

7. What actions can users perform in NAMS?

Users can review alerts, add comments, upload supporting documents or photos, and apply the appropriate resolution for each alert.

8. How does NAMS improve alert management?

By enabling daily management of alerts instead of relying on weekly reports, NAMS supports faster resolution and a clearer overview of all alerts.

9. What impact will NAMS have on daily operations?

NAMS is expected to streamline workflows, improve collaboration between stakeholders and reduce the overall number of alerts over time.

10. How does NAMS contribute to patient safety?

By improving response times and ensuring better handling of alerts, NAMS ultimately supports safer medicines and enhances patient safety.

11. Can Marketing Authorisation Holders (MAHs) connect to the NAMS?

No, only On-Boarding Partners (OBP) can connect via the European Alerts Management System which is linked to NAMS.