

Adverse Event / Product Quality Complaint Reporting List



If you would like to report an Adverse Event or Product Quality Complaint, please use the email address or phone for the country where you are located.

COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
ASIA PACIFIC (APAC)		
AUSTRALIA	localsafetyanz@its.jnj.com	+61 2 9815 3260 (Local Safety Officer)
BANGLADESH	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
BHUTAN	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
BRUNEI	drugsafety2@its.jnj.com	+60 19-220 9600
CAMBODIA	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
CHINA, PRC	XJPADEDESK@ITS.JNJ.COM	24-hour AE Reporting mobile phone number +86-139-1032-2151
CHINA, PRC - ACTELION	ds.aso.cn@its.jnj.com	+82 21 3337 6575
HONG KONG (China)	drugsafetyhk@its.jnj.com	+ 852 2738 6147
INDIA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
INDONESIA	drugsafety@jacid.jnj.com	+62 21 2935 3935 ext 2378
JAPAN	ra-janj-pv-gaef@its.jnj.com	N/A (No telephone available due to language barrier)
LAOS	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
MACAO (China)	drugsafetyhk@its.jnj.com	+ 852 2738 6147
MALAYSIA	drugsafety2@its.jnj.com	+60 19-220 9600
MYANMAR	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
NEPAL	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
NEW ZEALAND	localsafetyanz@its.jnj.com	+61 2 9815 3260 (Local Safety Officer)
PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+63273688000 00 800-888-111-00 (PLDT line)
SINGAPORE	drugsafetysg@its.jnj.com	+65 9833 9729
SOUTH KOREA	RA-JACKR-DRUG@its.jnj.com	+82 2 2094 4888
SRI LANKA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
TAIWAN, PROVINCE OF CHINA	RA-JNJTWP-DS@its.jnj.com	N/A (No team phone available)
THAILAND	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
VIETNAM	jacvndrugsafety@its.jnj.com	+84984722170 (24 hour line)
EUROPE MIDDLE EAST AFRICA (EMEA)		
AFGHANISTAN	GCC-PV2@its.jnj.com	+971 44 297 200 Hotline: +971 55 981 6775
ALBANIA	PVAlbania@its.jnj.com	+355 42 347 727 - ext 302/305
ALGERIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ANDORRA	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +34 91 722 8100 (reception desk)
ANGOLA	AdverseEventZA@its.jnj.com	+27 11 518 7100
ARMENIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
AUSTRIA	drugsafety@jacat.jnj.com	+43 1 610 30-0
AZERBAIJAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
BAHRAIN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 55 981 6775
BELARUS	RA-JNJRU-DrugSafetyBY@ITS.JNJ.COM	+375 17 226 43 33
BELGIUM	PVBenelux@its.jnj.com	0800 93 377 (national numbers)
BENIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
BOSNIA HERZEGOVINA	drug.safety@its.jnj.com	+381 11 3536 811
BOTSWANA	AdverseEventZA@its.jnj.com	+27 11 518 7100
BULGARIA	JJSAFETY@its.jnj.com	+359 248 99 400
BURKINA FASO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
BURUNDI	pvnema@its.jnj.com	+961 1 518700
CAMEROON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
CAPE VERDE ISLANDS	AdverseEventZA@its.jnj.com	+27 11 518 7100
CENTRAL AFRICAN REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
CHAD REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)

Adverse Event / Product Quality Complaint Reporting List



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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
COMOROS, FED. AND ISLAMIC REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
CONGO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
CONGO, THE DEMOCRATIC REPUBLIC OF THE	pvnema@its.jnj.com	+961 1 518700
CROATIA	JJSafety@jnjcr.jnj.com	+385 16610700 (reception desk) +385 16610776 (Local Safety Officer)
CYPRUS	Farmaco@its.jnj.com	+302108090640 (Local Safety Officer) +302108090725 (Local Safety Officer back-up) PV dedicated 24hr phone line: +30 6974800729
CZECH REPUBLIC	Farmakovigilance@its.jnj.com	+420 227 012 227 (reception)
DENMARK	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
DJIBOUTI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
EGYPT	JACEG-PV@its.jnj.com	+20 1000629760 +20 1282006097
EQUATORIAL GUINEA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ERITREA	JACEG-PV@its.jnj.com	+20 1000629760
ESTONIA	drugsafetybaltics@its.jnj.com	+370 5 2786866 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer Baltics)
ETHIOPIA	JACEG-PV@its.jnj.com	+20 1000629760 +20 1282006097
FINLAND	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
FRANCE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (international) 0800 25 50 75 (national)
FRENCH GUIANA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
FRENCH POLYNESIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
FRENCH SOUTHERN TERRITORIES	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
GABON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
GAMBIA	pvnema@its.jnj.com	+961 1 518700
GEORGIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
GERMANY	PVGer@its.jnj.com	+49 2137 955 6291
GHANA	PVGHANA@its.jnj.com	+233 244851014 (Local Safety Officer) +234 9062519191 (Local Safety Officer back-up)
GREECE	Farmaco@its.jnj.com	+302108090640 (Local Safety Officer) +302108090725 (Local Safety Officer back-up) PV dedicated 24hr phone line: +30 6974800729
GUADELOUPE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
GUINEA, PEOPLES REVOLUTIONARY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
GUINEA-BISSAU	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826
ICELAND	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
IRAN	pvnema@its.jnj.com	+961 1 518700
IRAQ	pvnema@its.jnj.com	+961 1 518700
IRELAND	Dsafety@its.jnj.com	+44 1494 567447 +44 8003893640
ISRAEL	pv-israel@its.jnj.com	+972.9.95911111
ITALY	colognofarmacov@jacit.jnj.com	800 688 777 (Toll free)
IVORY COAST	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
JORDAN	JACEG-PV@its.jnj.com	+20 221291100
KAZAKHSTAN	DrugSafetyKZ@its.jnj.com	+7 727 356 88 11
KENYA	RA-CONZACT-PV-KENYA@its.jnj.com	+254 711223385

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
KUWAIT	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
KYRGYZSTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
LATVIA	drugsafetybaltics@its.jnj.com	+370 5 2786888 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer Baltics) General LV office phone: +371 6789 3561
LEBANON	pvnema@its.jnj.com	+961 1 518700
LESOTHO	AdverseEventZA@its.jnj.com	+27 11 518 7100
LIBERIA	pvnema@its.jnj.com	+961 1 518700
LIBYA	JACEG-PV@its.jnj.com	+201000629760
LIECHTENSTEIN	Pharmacovigilance@jacch.jnj.com	+41 58231 3434
LITHUANIA	drugsafetybaltics@its.jnj.com	+370 5278 6888 (Local Safety Officer Baltics) +371 67 893 561 (Local Safety Officer Baltics)
LUXEMBOURG	PVBenelux@its.jnj.com	+352 800 29 504
MACEDONIA	pvmacedonia@its.jnj.com	+389 231 09 200
MADAGASCAR	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MALAWI	AdverseEventZA@its.jnj.com	+27 11 518 7100
MALI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MALTA	Farmaco@its.jnj.com	+302108090640 (Local Safety Officer) +302108090725 (Local Safety Officer back-up) PV dedicated 24hr phone line: +30 6974800729
MARTINIQUE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MAURITANIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MAURITIUS	medisource@its.jnj.com	+33 1 5500 4003 (Call Center)
MAYOTTE ISLANDS	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MOLDOVA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
MONACO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MONGOLIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
MONTENEGRO	drug.safety@its.jnj.com	+381 11 3536 811
MOROCCO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (international number)
MOZAMBIQUE	AdverseEventZA@its.jnj.com	+27 11 518 7100
NAMIBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
NETHERLANDS	PVBenelux@its.jnj.com	+31 800 242 42 42
NEW CALEDONIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
NIGER REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
NIGERIA	PVNIGERIA@its.jnj.com (J&J)	+234 9062519191 (Local Safety Officer)
NORWAY	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
OMAN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
PAKISTAN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 55 981 6775
POLAND	JanssenPVPoland@its.jnj.com	+48 22 237 60 00
PORTUGAL	RA-JNJPT-farmacovigi@ITS.JNJ.com	+351 214368600
QATAR	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
REUNION	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ROMANIA	safetyjc-romania@its.jnj.com	+40 212071800 (J&J reception desk) +40 726166591 (Local Safety Officer)
RUSSIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
RWANDA	pvnema@its.jnj.com	+961 1 518700
SAO TOME AND PRINCIPE	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777 (Toll free)
SAN MARINO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
SAUDI ARABIA	GCC-PV2@its.jnj.com	+966 114339133 Hotline: +966 540015811

Adverse Event / Product Quality Complaint Reporting List



If you would like to report an Adverse Event or Product Quality Complaint, please use the email address or phone for the country where you are located.

COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
SENEGAL	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
SERBIA	drug.safety@its.jnj.com	+381 11 3536 811
SEYCHELLES	AdverseEventZA@its.jnj.com	+27 11 518 7100
SIERRA LEONE	pvnema@its.jnj.com	+961 1 518700
SLOVAK REPUBLIC	Farmakovigilance@its.jnj.com	+421 232 408 400 (reception)
SLOVENIA	janssen_safety_slo@its.jnj.com	+386 1401 1800
SOMALIA	JACEG-PV@its.jnj.com	+201000629760
SOUTH AFRICA	AdverseEventZA@its.jnj.com	+27 11 518 7100
SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +34 91 722 8100 (reception desk)
ST.BARTHELEMY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ST.MARTIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ST.PIERRE & MIQUELON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
SUDAN	JACEG-PV@its.jnj.com	+201000629760
SWAZILAND	AdverseEventZA@its.jnj.com	+27 11 518 7100
SWEDEN	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
SWITZERLAND	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434
SYRIA	pvnema@its.jnj.com	+961 151 8700
TAJIKISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
TANZANIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
TOGO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
TUNISIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
TURKEY	pv-tr@its.jnj.com	+90 216 538 2383
TURKMENISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
UGANDA	AdverseEventZA@its.jnj.com	+27 11 518 7100
UKRAINE	DrugSafetyUA@its.jnj.com	+38 (044) 498 08 88
UNITED ARAB EMIRATES	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
UNITED KINGDOM	DSafety@its.jnj.com	+44 1494 567447 +44 8003893640
UZBEKISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
VATICAN CITY STATE	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777 (Toll free)
WALLIS AND FUTUNA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
YEMEN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
ZAMBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
ZIMBABWE	AdverseEventZA@its.jnj.com	+27 11 518 7100
LATIN AMERICA (LATAM)		
ANTIGUA BARBUDA	infojanssen@janpa.jnj.com	N/A (no phone number available)
ARGENTINA	infojanssen@janar.jnj.com	0800 122 0238
ARUBA	infojanssen@janpa.jnj.com	N/A (no phone number available)
BAHAMAS	infojanssen@janpa.jnj.com	N/A (no phone number available)
BARBADOS	infojanssen@janpa.jnj.com	N/A (no phone number available)
BELIZE	infojanssen@janpa.jnj.com	N/A (no phone number available)
BERMUDA	infojanssen@janpa.jnj.com	N/A (no phone number available)
BOLIVIA, PLURINATIONAL STATE OF	infojanssen@janar.jnj.com	800 100 990
BRAZIL	sac@janbr.jnj.com safe@janbr.jnj.com	0800 701 1851
CAYMAN ISLANDS	infojanssen@janpa.jnj.com	N/A (no phone number available)
CHILE	infojanssen@jancl.jnj.com	800 835 161
COLOMBIA	infojanssen@janco.jnj.com	01800 7522231
COSTA RICA	infojanssen@janpa.jnj.com	800 0521607
CURACAO	infojanssen@janpa.jnj.com	N/A (no phone number available)
DOMINICAN REPUBLIC	infojanssen@janpa.jnj.com	+1 8887600103
ECUADOR	infojanssen@janec.jnj.com	1 800000043
EL SALVADOR	infojanssen@janpa.jnj.com	800 6987

Adverse Event / Product Quality Complaint Reporting List



If you would like to report an Adverse Event or Product Quality Complaint, please use the email address or phone for the country where you are located.

COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
GRENADA	infojanssen@janpa.jnj.com	N/A (no phone number available)
GUATEMALA	infojanssen@janpa.jnj.com	1 8008350399
GUYANA	infojanssen@janpa.jnj.com	N/A (no phone number available)
HAITI	infojanssen@janpa.jnj.com	N/A (no phone number available)
HONDURAS	infojanssen@janpa.jnj.com	N/A (no phone number available)
JAMAICA	infojanssen@janpa.jnj.com	N/A (no phone number available)
MEXICO	atencionaclientes@its.jnj.com	01800 906 2400 (Toll Free) 54843160 8004442285
NICARAGUA	infojanssen@janpa.jnj.com	1 8002260464
PANAMA	infojanssen@janpa.jnj.com	0-1100-8000521419
PARAGUAY	infojanssen@janar.jnj.com	00980 0521 0040
PERU	infojanssen@janpe.jnj.com	0800 00873
SINT MAARTEN	infojanssen@janpa.jnj.com	N/A (no phone number available)
ST. LUCIA	infojanssen@janpa.jnj.com	N/A (no phone number available)
ST. VINCENT	infojanssen@janpa.jnj.com	N/A (no phone number available)
SURINAM	infojanssen@janpa.jnj.com	N/A (no phone number available)
TRINIDAD TOBAGO	infojanssen@janpa.jnj.com	1800 88880006156
URUGUAY	infojanssen@janar.jnj.com	000 405 296 638
VENEZUELA, BOLIVARIAN REPUBLIC OF	infojanssen@janve.jnj.com	0800 1005742
NORTH AMERICA		
CANADA	dsscan@its.jnj.com	+1 416-382-5105
UNITED STATES OF AMERICA	MEDinfoCENTER@its.jnj.com	1-800-Janssen
UNITED STATES OF AMERICA	Market Research & Clinical Studies: gms_AE_Inbo@its.jnj.com	N/A