



## How a medication alert email kept one mom from the ER

When Trisha Conover received an EpiPen recall alert from MedSavvy™, she was flooded with the memory of one of the scariest days of her life.

“My son was about 8 years old when he had an allergic response to some cold medicine I gave him,” she said. “He couldn’t breathe and his eyes were swelling shut. We had to go to the ER.”

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Her son was admitted, and it was then that Trisha learned that he suffers from idiopathic responses to numerous allergens. That means he has unexpected—and potentially deadly—reactions to many things, including peanuts, eggs and certain medications. What causes a reaction one day may be perfectly safe the next. Trisha is now always armed and ready to respond with an EpiPen, which contains just enough epinephrine to calm her son’s body down until he can get medical attention.

Trisha has EpiPens stashed everywhere in her home. She even has one in her car and another in her purse. Her son’s school nurse has one, too. But though she has filled several prescriptions for EpiPens over the years, she had no idea the FDA had issued a recall in March 2017.

“No one from my pharmacy called,” she said. No one from her pediatrician’s office or the drug manufacturer notified her either.

“I would’ve never guessed or known there was an EpiPen recall,” she said.

The email alert Trisha received from MedSavvy allowed her to quickly link through to a website listing the specific EpiPen batch numbers affected. She was able to easily confirm that none of her son’s needed to be replaced.

“There’s nothing scarier than your child not being able to breathe and having to rush them to the hospital,” she said. “If I’d grabbed an EpiPen, used it, and it hadn’t worked, it would’ve been terrifying.”

“It may seem like a small thing,” Trisha added, citing the MedSavvy email. “But it’s a life-saving medication for my son.”

Trisha has since used MedSavvy to confirm that her partner is on the right asthma medication. “There is so much marketing for drugs out there, and it can get a little overwhelming. Being able to filter through all the information and just confirm you’re taking the right thing can be really comforting.” Trisha has also told her parents, who are retired, about how they can use MedSavvy to review their medications.

Though Trisha isn’t currently taking any medications herself, she said she’d absolutely use MedSavvy in the future to learn more. “My experience with MedSavvy has been 100% positive.”