



# Drug FAQs for Members

## FREQUENTLY ASKED QUESTIONS

## Levetiracetam Oral Solution Recall

*Recording Script for Voice Message Alert December 24, 2019*

### **Hawaii Region ONLY**

Hi, I'm a pharmacist with Kaiser Permanente Pharmacy Operations calling with an important message about a medication recall which may affect you.

The recalled medication is levetiracetam 100 mg/mL oral solution by Lannett Pharmaceuticals. This medication is also known as Keppra solution.

If you are receiving this call and you are still taking levetiracetam solution, do not stop taking your medication. Please contact the pharmacy that normally fills your prescriptions and ask them about receiving a replacement bottle of your medication with a bottle of levetiracetam that is not affected by this recall at no charge. The phone number for the pharmacy that filled your prescription should be on the prescription label.

The manufacturer, Lannett Pharmaceuticals recalled two specific lots or batches of this medication. If your medication is in the manufacturer's original container, you may be able to tell whether you have the recalled batches. Check the side of the manufacturer's original container for the lot number and expiration date. If you have lot 2190A or you have lot 2191A with the expiration date of July 2021, then please contact your pharmacy about getting a replacement for your medication; these are the recalled lots. If you have any other lot, you are not affected by the recall and you do not need to replace your medication. Only lots 2190A and 2191A have been recalled. If you can't find a lot number listed on your bottle, please contact the pharmacy about receiving a new bottle of levetiracetam not affected by the recall.

Again, it is important that you continue to take your medication; don't stop taking your medication because of this recall. If you have a bottle of the recalled medication, please contact your pharmacy to discuss getting a replacement.

Thank you.

