

# PROCEDURE FOR HANDLING INQUIRIES BY DERMATOLOGISTS <sup>1</sup>

## STEP 1

Dermatologists to obtain details from the patient about the product in question. Initial step: check product's ingredient declaration (INCI names) to identify ingredients.



## STEP 2

Dermatologist to contact manufacturer of the product for further information as needed by:

- a) using address or telephone number indicated on the product label/packaging or
- b) shop where product was bought to obtain telephone number of the manufacturer or
- c) contacting appropriate cosmetics industry trade association



## STEP 3: if fragrance is suspected

Manufacturer and dermatologist to agree whether:

- a) fragrance information will be provided to the dermatologist through the manufacturer or
- b) name of fragrance supplier company will be given to the dermatologist for direct contact.



## STEP 4: depends on outcome of Step 3

Provision of agreed information to the dermatologist by:

- a) fragrance manufacturer or
- b) cosmetics manufacturer.



## STEP 5

Dermatologist to further test to investigate real cause for the skin reaction.



## STEP 6

Dermatologist to supply results of investigations for fragrance materials to:

- a) cosmetics manufacturer and
- b) fragrance manufacturer.

<sup>1</sup> Please see accompanying note for more detailed explanation of the procedure.