ISP UPDATES ON IT CONTINGENCY AND PROGRESSIVE RESUMPTION OF SERVICES

On July 22, 2025, the Public Health Institute of Chile (ISP) issued Instruction No. 2, providing**updated guidance in response to the IT contingency that began on June 26**, and reporting progress in the recovery of its institutional systems.

The document details which procedures are currently available, how they should be processed, and the timeline for the gradual restoration of pharmaceutical, cosmetic and health surveillance services.

Key highlights:

•**Pharmaceutical products:**

• Import/export processes continue via special procedures coordinated with Customs (Official Letters No. 126 and 129).
• As of**August 11**, CDA and Use and Disposal procedures will be processed online via**GICONA**.
• Deadlines for sanitary registration renewals remain**suspended**; no expiration will occur due to the contingency.
• From**July 28**, new registrations must use the form available on the ISP website.
• Procedures filed between June 1–26 can be resubmitted via SAFIS (fees refunded within 5 business days), or applicants**may wait for GICONA restoration.**
• From August 1, the**Online Registration Consultation System will be available.**

•**Cosmetic products:**

• From July 23, new registrations and fee payments available via **SAFIS**; registration grants immediate authorization to commercialize.

•**Health surveillance and other technical procedures:**

• From**August 1**, event notifications enabled in the Integrated Surveillance System**(SVI)** for medicines, vaccines, cosmetics and medical devices.

• From **July 28**, the form system will be active for biomedical samples and **PEEC** requests.

•**User support:**

• Inquiries should be submitted via**SIAC:**
https://www.ispch.gob.cl/productos-y-servicios/oirs/
• Official updates will be published on the ISP website, SIAC and through in-person services.

Authors: Ignacio Gillmore; Alejandra Del Rio; Javiera Péndola