

## Patient support services - Best-Value Biological Medicines: TNF- $\alpha$ Inhibitors

Support is available for clinics and patients from the marketing authorisation holders of the recommended best-value biological (BVB) medicines i.e. AbbVie Ireland (**Humira**<sup>®</sup>), Amgen Ireland (**Amgevita**<sup>®</sup>), Biogen Ireland (**Benepali**<sup>®</sup> and **Imraldi**<sup>®</sup>), Celltrion Healthcare Ireland (**Yuflyma**<sup>®</sup>), Clonmel Healthcare (**Hukyndra**<sup>®</sup>), Fresenius Kabi Ireland (**Idacio**<sup>®</sup>), Mylan Ireland (**Hulio**<sup>®</sup>) and Novartis Ireland (**Erelzi**<sup>®</sup> and **Hyrimoz**<sup>®</sup>). This includes information on the biological medicines, training in the usage of the administration devices for each of the products, and the provision of home support to patients by a nurse. The relevant contact details for are provided below.

### AbbVie Ireland (Humira<sup>®</sup>)

To refer a patient who has been prescribed **Humira**<sup>®</sup> to the patient support programme or to obtain training pens, please contact 1800 200 573 or [www.abbviecare.ie](http://www.abbviecare.ie). The patient support programme is provided by Point of Care Limited on behalf of AbbVie Ireland Limited.

The following services are available as part of the patient support service:

- Home visit nurse support: this includes training on the Humira<sup>®</sup> administration device and education on the biological medicine e.g. storage, travelling tips. This can also be delivered remotely, if required.
- Provision of a patient information pack to include self-injection administration guide and information on travelling with your medication.
- Access to a dedicated patient website.
- Access to a dedicated patient support phonenumber.
- SMS reminder service to aid adherence.
- Sharps management service - this includes the provision of sharps bins and waste collection.
- Provision of a cool bag to support patient travel.
- Provision of faecal calprotectin home test kits to gastroenterology patients.
- Provision of QuantiFERON screening.
- Humira<sup>®</sup> training device: This is a training pen and is available to healthcare professionals.

## Amgen Ireland (Amgevita®)

In order to refer patients who have been prescribed **Amgevita®** to the patient support programme please contact one of the following:

- TCP Homecare at 1800 211 211 or by email at [homecare.pcb@tcp.ie](mailto:homecare.pcb@tcp.ie). Alternatively, patients can be referred through the Amgen Care online referral portal: <https://www.amgencarehcp.ie/>
- Hibernian Healthcare at Home at 01 460 4820. Alternatively, patients can be referred through the Hibernian online referral portal: <https://schedule.hahirl.com/>

The following services are available as part of the patient support service upon referral:

- Optional nurse visit to deliver patient education on correct device handling and administration technique for Amgevita®
- Nurse educational phone call for patients who do not wish to avail of the nurse home visit
- Provision of patient information booklets and digital resources such as a patient demonstration video via a patient education website [www.amgencare.ie](http://www.amgencare.ie)
- Text messenger reminder service
- Sharps bin provision and waste collection service
- Dedicated patient support telephone line
- Post-home visit report emailed to referred healthcare professional
- Provision of faecal calprotectin home test kits to gastroenterology patients
- Provision of QuantiFERON testing

In order to obtain demonstration devices and patient support materials for use in clinics, please contact TCP Homecare at 1800 211 211 or Hibernian Healthcare at Home at 01 460 4820.

**Biogen Ireland (Benepali® and Imraldi®)**

In order to avail of the patient support services for patients who have been prescribed **Benepali®** or **Imraldi®**, please use the Hibernian Healthcare at Home online portal [www.schedule.hahirl.com](http://www.schedule.hahirl.com). If you have not registered on the Hibernian portal previously, please contact Hibernian Healthcare at Home at 01 460 4820 or by email at [info@hibernianhealth.com](mailto:info@hibernianhealth.com), and access and support will be provided.

The following services are available as part of the patient support service:

- Home visit nurse support: This includes training on the Benepali®/Imraldi® administration device and education on the biological medicine, e.g. storage, travelling tips, access to a device instruction video.
- Follow-up telephone support
- Sharps management service: This includes the provision of sharps bins and waste collection.
- Benepali®/Imraldi® patient kit: This includes access to an online training video and written guides on injection device administration.
- Benepali®/Imraldi® training device: This is a training pen and is available to healthcare professionals.
- “Biosimilars Made Clear” booklet: This is available in English and 11 other languages
- Provision of QuantiFERON testing
- Provision of EUT Profile (Hep B, Hep C, HIV, Syphilis) testing
- Provision of faecal calprotectin home test kits to gastroenterology patients (Imraldi®)

In order to obtain training pens, patient support materials for use in clinics, or information relating to faecal calprotectin testing, please contact:

- Email: [medinfo.europe@biogen.com](mailto:medinfo.europe@biogen.com)
- Phone: 01 513 3333

## Celltrion Healthcare Ireland (Yuflyma®)

In order to avail of the patient support services for patients who have been prescribed **Yuflyma®**, please use the Hibernian Healthcare at Home online portal [www.schedule.hahirl.com](http://www.schedule.hahirl.com). If you have not registered on the Hibernian portal previously, please contact Hibernian Healthcare at Home at 01 460 4820 or by email at [info@hibernianhealth.com](mailto:info@hibernianhealth.com), and access and support will be provided.

The following services are available as part of the patient support service:

- Home visit nurse support: this includes training on the Yuflyma® administration device and education on the biological medicine e.g. storage, travelling tips.
- Nurse educational phone call for patients who do not wish to avail of the nurse home visit
- Provision of a patient starter pack to include a disease guide, instruction leaflet, travel card, safety information and access to an online training video
- Access to a dedicated patient support line
- Text message reminder service to aid adherence
- Sharps management service - this includes the provision of sharps bins and waste collection.
- Provision of faecal calprotectin home test kits to gastroenterology patients
- Provision of QuantiFERON testing
- Yuflyma® training device: This is a training pen and is available to healthcare professionals.

In order to obtain training pens and patient support materials for use in clinics please contact:

Celltrion Healthcare Ireland, Unit 26, Arrow Building, Old Belgard Road, Tallaght Dublin 24 ND70.

- Email: [Enquiry\\_IE@celltrionhc.com](mailto:Enquiry_IE@celltrionhc.com)
- Phone: 087 338 6213

## Clonmel Healthcare (Hukyndra®)

In order to avail of the patient support services for patients who have been prescribed Hukyndra®, please contact TCP Homecare at Home at 01 429 1280 or by email at [homecarePCB@tcp.ie](mailto:homecarePCB@tcp.ie).

The following services are available as part of the patient support service:

- Provision of a patient support programme that includes patient information booklets on injection device administration, disposal and side-effects, and access to an injection device administration video
- Virtual consultations delivered by nurses to provide education and training to patients on Hukyndra®, including injection administration, storage requirements and travelling tips, with the option for an in-person consultation if required
- Access to a freephone patient support line
- Sharps management service: This includes the provision of sharps bins and waste collection.
- Provision of QuantiFERON testing
- Provision of faecal calprotectin home test kits to gastroenterology patients

In order to obtain training pens and patient support materials for use in clinics, please contact:

- Email: [medicalinformation@clonmel-health.ie](mailto:medicalinformation@clonmel-health.ie)
- Phone: 052 61 77777

## Fresenius Kabi Ireland (Idacio®)

In order to avail of the patient support services for patients who have been prescribed **Idacio®**, please contact TCP Homecare at Home at 1800 810 020 (freephone) or 01 429 1828, or by email at [homecarepcb@tcp.ie](mailto:homecarepcb@tcp.ie).

The following services are available as part of the patient support service:

- Home visit nurse support: This includes training on the Idacio® administration device and education on the biological medicine e.g. storage, travelling tips.
- Follow-up telephone support
- Sharps management service: This includes the provision of sharps bins and waste collection.
- Idacio® patient starter kit: This includes access to an online training video.
- Provision of QuantiFERON testing
- Provision of faecal calprotectin home test kits to gastroenterology patients

In order to obtain training pens and patient support materials for use in clinics, please contact Fresenius Kabi Ltd:

- Phone: 01 841 3030
- Email: [FK-enquiries.Ireland@fresenius-kabi.com](mailto:FK-enquiries.Ireland@fresenius-kabi.com)

## Mylan Ireland (Hulio®)

In order to avail of the patient support services for patients who have been prescribed **Hulio®**, please use the Hibernian Healthcare at Home online portal [www.schedule.hahirl.com](http://www.schedule.hahirl.com). If you have not registered on the Hibernian portal previously, please contact Hibernian Healthcare at Home at 01 460 4820 or by email at [info@hibernianhealth.com](mailto:info@hibernianhealth.com), and access and support will be provided.

The following services are available as part of the patient support service:

- Optional nurse visit to deliver patient education on correct device handling and administration technique for Hulio®
- Provision of QuantiFERON testing
- Sharps bin provision and waste collection service
- Provision of faecal calprotectin home test kits to gastroenterology patients

In order to obtain training pens and patient support materials for use in clinics, please contact Mylan Ireland Limited at 01 832 2250. For medical information queries, please contact [info@mylan.co.uk](mailto:info@mylan.co.uk).

## Novartis Ireland (Erelzi® and Hyrimoz®)

In order to avail of the patient support services for patients who have been prescribed **Erelzi®** or **Hyrimoz®**, please use the Hibernian Healthcare at Home online portal [www.schedule.hahirl.com](http://www.schedule.hahirl.com). If you have not registered on the Hibernian portal previously, please contact Hibernian Healthcare at Home at 01 460 4820 or by email at [info@hibernianhealth.com](mailto:info@hibernianhealth.com), and access and support will be provided.

The following services are available as part of the patient support service:

- Provision of a patient information pack that includes written guides on injection device administration, disease area and product information booklets
- Nurse home visit to deliver patient education and training on Erelzi®/Hyrimoz® administration device and education on Erelzi®/Hyrimoz®, including storage requirements, traveling tips and access to a device instruction video
- Educational phone call provided by a nurse for patients who do not wish to avail of the nurse home visit
- Access to a dedicated patient support line
- Provision of a sharps management service. This includes the provision of sharps bins and waste collection.
- Provision of QuantiFERON testing
- Erelzi®/Hyrimoz® training device: This is a training pen, and is available to healthcare professionals

In order to obtain training pens and patient support materials for use in clinics, please contact Novartis Ireland Ltd:

- Email: [medinfo.dublin@novartis.com](mailto:medinfo.dublin@novartis.com)
- Phone: 01 260 1255