

Patient support services - Best-Value Biological Medicines: Long-acting granulocyte-colony stimulating factors

Support is available for clinics and patients from the marketing authorisation holders of the recommended best-value biological (BVB) medicines for the long-acting granulocyte-colony stimulating factors (lipegfilgrastim, pegfilgrastim), i.e. Accord Healthcare Ireland Limited (**Pelgraz**[®]), Amgen Ireland Limited (**Neulasta**[®]), Rowex Limited (**Ziextenzo**[®]) and Teva Pharmaceuticals Ireland (**Lonquex**[®]). This includes information on the medicines, training in the usage of the administration devices for each of the products, sharps management service, and the provision of home support to patients by a nurse. The relevant contact details for are provided below.

Accord Healthcare Ireland Limited (**Pelgraz**[®] [pegfilgrastim])

In order to avail of the patient support services for patients who have been prescribed Pelgraz[®], please use the Hibernian Healthcare at Home online portal 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, and access and support will be provided.

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

- Provision of up to two nurse home visits to deliver patient education and training on correct injection and administration technique for Pelgraz[®]; a third visit can be provided if required on a triage basis. This can be delivered remotely, if required.
- Sharps management service – this includes supply, collection and disposal of a sharps bin
- Post-home visit report shared with the referring healthcare professional
- Provision of follow-up phone call at time of initial self-administration of Pelgraz[®]
- Access to a helpline for patient queries
- Provision of patient support materials, e.g. patient guide to Pelgraz[®], patient diary, online tutorial video on how to inject Pelgraz[®]
- Access to the Pelgraz[®] Patient App. This includes a dose reminder alarm, online tutorial video on how to inject Pelgraz[®], information on neutropenia and a patient diary to record symptoms.

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

- Email: info@hibernianhealth.com
- Phone: 01 460 4792

Amgen Ireland Limited (Neulasta® [pegfilgrastim])

In order to avail of the patient support services for patients who have been prescribed Neulasta®, please contact TCP Homecare:

- Freephone: 1800 211 211
- Email: Homecare.PCB@tcp.ie
- Alternatively, you can refer patients on www.amgencarehcp.ie (Unit username and password required).

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

- Provision of up to two nurse home visits to deliver patient education and training on correct injection and administration technique for Neulasta®. This can be delivered remotely, if required.
- Sharps management service - this includes supply, collection and disposal of a sharps bin
- Post-home visit report shared with the referring healthcare professional
- Access to a helpline for patient queries
- Access to the Amgen Care Patient Portal, which provides a variety of educational materials, e.g. patient guide to Neulasta®, online tutorial video on how to inject Neulasta® and information on neutropenia.

In order to obtain patient support materials for use in clinics, please contact TCP:

- Freephone: 1800 211 211
- Email: Homecare.PCB@tcp.ie
- Amgen Care Patient Portal: <https://www.amgencare.ie/neulasta>

Rowex Limited (Ziextenzo® [pegfilgrastim])

In order to avail of the patient support services for patients who have been prescribed Ziextenzo®, please contact Point of Care on 01 468 8973 or by emailing carecoordination@pointofcare.ie. A Ziextenzo® referral form is also available and upon completion, can be emailed to carecoordination@pointofcare.ie or faxed to 01 6865153.

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

- Home visit nurse support: This includes training on the Ziextenzo® administration device and education on the biological medicine.
- Virtual nurse support: Nurse training support can be delivered remotely, if required
- Ongoing nurse support to accommodate individual patient needs
- Provision of a patient information booklet to include a self-injection administration guide
- Access to a patient support phonenumber
- Provision of an approved sharps bin for waste management
- Access to a dedicated website for Ziextenzo®, which provides a variety of educational materials, e.g. patient guide to Ziextenzo®, online tutorial video on how to inject Ziextenzo® and information on neutropenia.

In order to obtain demonstration devices and patient support materials for use in clinics, please contact Suzanne Buckley:

- **Email:** suzanne.buckley@uniphar.com
- **Phone:** 085 8009299

Teva Pharmaceuticals Ireland (Lonquex® [lipegfilgrastim])

In order to avail of the patient support services for patients who have been prescribed Lonquex®, healthcare professionals can access the Lonquex® patient support program by:

Telephone: (01) 499 2674

Email: admin@pointofcare.ie

Online referral & tracking: www.healthpoint.ie/teva

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

- Provision of up to two nurse home visits to deliver patient education and training on correct injection and administration technique for Lonquex®. This can also be delivered remotely, if required.
- Sharps management service - this includes provision of a sharps bin. Collection and disposal of the sharps bin are not included as part of this service.
- Access to a helpline for patient queries in relation to the administration of Lonquex®
- Post-home visit notification shared with the referring healthcare professional
- Provision of one follow-up phone call to check patient confidence with self-injection
- Provision of patient support materials, e.g. leaflet on Lonquex®.

In order to obtain patient support materials for use in clinics, please contact: Yvonne Kavanagh

- Email: Yvonne.Kavanagh@Teva.ie
- Phone: 087 6949669