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Caelyx® Order Process – New Patient Registration

Customer **faxes** Janssen the order. Janssen to check details on form and contact customer if any queries, otherwise will process order directly

Janssen logs onto the CMA website and enters order request

If supply is available, Janssen will confirm order with customer forwarding the email generated by the CMA system to them.

Janssen emails Movianto with the order details to customerservices.ireland@movianto.com.

Logistics UK will also receive a notification via the CMA system of the order request to ensure stock is ring-fenced for duration of patients' treatment.

If the customer is using a compounding service, e.g. Fannins/Baxter a slightly different process is followed. If supply is available Janssen will confirm order with customer forwarding the email generated by the CMA system to them and they can then contact Fannins/Baxter with the order details.

If supply is not available, Janssen **will call and email pharmacist** to let them know of stock situation. Janssen will advise approximate date of next availability of stock but also clarify that placing an order at this point still does not guarantee supply of stock as this will depend on EU demand.

Janssen Contacts: Bláithín: 087 9813911. Kathy- 01-6202312

Movianto: Irene Holmes/Linda Blair, 01- 6305450.

Fannins: Niamh Dowling :Niamh.Dowling@fannin.ie , 01-2907283 . Michael Cullen 087 2476771

Baxter Healthcare: Nathalie O'Brien, 01-2065502



Caelyx[®] Order Process – Reorder for already registered patient

Customer **faxes** Janssen the reorder form with patient hospital or CMA number

Janssen log onto the CMA website and place the reorder using the CMA reference no. for this patient. If there are any readjustments to the order Janssen will update the CMA system and confirm order with hospital, forwarding the email generated by the CMA system. Janssen email the reorder form to Movianto for order processing.

If hospital using Baxter/Fannins: Janssen log onto the CMA website and place the reorder using the CMA reference no. for this patient. If there are any readjustments to the order Janssen will update the CMA system. Janssen confirm the reorder with the hospital. The hospital forward the order to Fannins/Baxter along with the confirmation email generated by the CMA system so that the order is delivered.

Movianto ship order and confirm with Janssen of date and time of order shipment.

If a re-order for patient supply is not placed after 3 months, the patient's reserved stock will be released to be available for other patients in need. Janssen will send reminder to customer after 2 months and at 3 months after the initial order was placed.

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