



September 20, 2019

IMPORTANT INFORMATION ABOUT YOUR PATIENT'S HEMLIBRA SHIPMENT FROM MEDVANTX

Dear Healthcare Provider,

This letter is to inform you that beginning on August 1, 2019, Medvantx shipped ancillary supplies, including syringes, transfer needles, injection needles, alcohol prep pads, gauze sponges, and adhesive bandages with Hemlibra vials for Genentech Patient Foundation patients. On September 18, 2019, we learned that these ancillary supplies shipped by Medvantx contained injection needles of incorrect length for administration of Hemlibra.

We sincerely apologize for this mistake and are notifying you to prevent improper administration of Hemlibra. We take this extremely seriously and will have a clear plan of action in place to ensure future kits are only supplied with approved materials so this situation doesn't happen again. **It is important to note that the Genentech Hemlibra medicine vial patients received in their shipment is not impacted in any way and is safe to use, with an appropriately sized injection needle.** Medvantx will be shipping the correct injection needles to all impacted patients by Tuesday, September 24, 2019 at the latest.

Medvantx licensed pharmacists also began outreach by phone, email, and mail beginning September 20, 2019 to directly inform patients of the issue and provided the following guidance, both verbally and in a written letter:

- **Do not use the 5/8 inch long needle for Hemlibra administration.** Please identify and dispose of any 5/8 inch long needle in an appropriate sharps container. Images of the needle that should not be used are below:



- Per section 2.2 of the Hemlibra package insert, injection needles should preferably be 3/8 inch or maximum 1/2 inch in length.



- If your patient doesn't readily have access to the correct needle (1/2 inch or less in length per package insert) and has an upcoming dose due, they may contact you. Correct needles can be obtained via your local pharmacy.
- If your patient has already used the 5/8 inch injection needle that was included in the ancillary kit, they may reach out to you with questions.

Patients are being directed to call their provider, Medvantx pharmacists, or the Genentech Patient Foundation with any questions or concerns. For your reference, the phone numbers are listed below:

- Medvantx: (833) 888-4363 between the hours of 6AM - 5PM PT
- Genentech Patient Foundation: (888) 941-3331 between 6AM - 5PM PT.

For any medical questions, Genentech Medical Communications can be reached at 1-800-821-8590, Monday–Friday, 5:00 am–5:00 pm PT.

We encourage healthcare professionals, patients and caregivers to report any adverse events in people taking Hemlibra to the FDA at 1-800-FDA-1088, or to Genentech at 1-888-835-2555.

We sincerely apologize for this mistake.

Sincerely,

Genentech Patient Foundation and Medvantx