


## Survey: Impact of COVID-19 Pandemic on Rare Disease Patients in Canada

Question		
1.	<b>At this time, to the best of your knowledge, what is the most likely impact of COVID-19 on (adequate) supply of your company’s drugs to Canadian patients? If the answer varies by drug, please provide either specific drug information or respond in general across all drugs.</b>	Novartis is confident in our supply chain and continues to deliver medicines to patients and healthcare providers in Canada and around the world. We do not anticipate supply chain disruption at this time given strong mitigation measures and inventory levels.
2.	<b>If interruption or shortage in drug supply were anticipated or took place, where could Canadian patients find information about the situation and any plans for addressing or mitigating the impact? Is there a website, information line, or contact person?</b>	We do not anticipate supply chain disruption at this time given strong mitigation measures and inventory levels. Any shortages would be posted on: <a href="https://www.drugshortagescanada.ca/">https://www.drugshortagescanada.ca/</a>
3.	<b>This question addresses any clinical trials that your company has at this time that includes Canadian sites or Canadian patients in other countries. At this time, to the best of your knowledge, have you experienced or do you anticipate any interruptions, delays, or modifications in the conduct of these trials due to COVID-19? Please describe any modifications or other adjustments.</b>	We have activated mitigation plans to ensure ongoing drug supply and uninterrupted operations for our clinical studies. There may however be delays in initiating new trials.
4.	<b>To the best of your knowledge, are there any clinical trials that will not take place or will be delayed as a result of COVID-19? Please describe.</b>	Novartis has activated mitigation plans to ensure ongoing drug supply and uninterrupted operations for our clinical studies. There may however be delays in initiating new trials.
5.	<b>Where can patients find information about any increased risk of getting COVID-19 or increased impact of COVID-19 due to any medications provided by your company?</b>	Discussions about specific medication use should be directed to your treating physician. Medical questions regarding specific medications can be directed to: <a href="mailto:medinfo.canada@novartis.com">medinfo.canada@novartis.com</a>
6.	<b>To the best of your knowledge, are there any changes in patient support programs that are anticipated or planned, related to issues due to COVID-19? Please describe.</b>	No. Our patient support programs continue to operate without interruption.  We continue to closely monitor the situation and are prepared to make modifications to our services so patients can maintain access to them.

<p><b>7.</b></p>	<p><b>How can patients or patient organizations find updated information about your company's policies, plans, or actions related to COVID-19? How will you communicate with patients or patient groups?</b></p>	<p>Novartis continues to connect with patient groups across Canada to understand concerns and address evolving needs where possible. Our patient support programs for patients currently on our treatments also continue to operate without interruption. Novartis corporate updates and information can be found on our website and social media channels:  <a href="http://www.novartis.ca">www.novartis.ca</a>  LinkedIn: Novartis Canada:  <a href="https://www.linkedin.com/showcase/novartis-canada?trk=d_public_post_follow_view_profile">https://www.linkedin.com/showcase/novartis-canada?trk=d_public_post_follow_view_profile</a>    Twitter: @NovartisCanada</p>
<p><b>8.</b></p>	<p><b>Is there any other information that you wish to communicate share at this time?</b></p>	<p>Novartis Canada has been monitoring the COVID-19 pandemic situation closely. Our primary concern is the health and safety of associates and patients. As a healthcare company with a strong presence in Canada, we are committed to working with governments, healthcare and community stakeholders to provide support and solutions during this challenging time.</p>