MSGo Program Healthcare Provider Terms of Service

The "MSGo Patient Support Program" (**Program**) offers support to patients prescribed Gilenya® or Mayzent®. MSGo provides education and support materials to eligible patients through a telephone service and smartphone application. By participating in the Program, you agree to be bound by these terms of service.

Program administration:

1. The Program is sponsored by Novartis Pharmaceuticals Australia Pty Limited ABN 18 004 244 160 (**Novartis**) and is administered by an authorised third party provider nominated by Novartis (**Administrator**).
2. The Administrator is Medical Safety Systems Corporate Pty Ltd trading as "RxMx Australia" ABN 89 608 630 931 (**RxMx**) however Novartis may replace RxMx with another Administrator and will notify you of this.
3. The Administrator will facilitate the provision of services under the Program including all phone calls, mail, emails and SMS.

Participation in the Program:

4. Your participation in the Program will continue until you notify the Administrator or Novartis that wish to opt-out or Novartis discontinues the Program under these terms of service.
5. You may opt out of the Program by calling 1800 696 746 (or 1800 MY MSGO) or sending an email to info@ms-go.com.au. Opting out of the Program may affect delivery of services to your eligible patients enrolled in the Program.

Eligibility of patients:

6. Only Australian residents prescribed Gilenya® or Mayzent® are eligible for enrolment in the Program.
7. Australian patients prescribed Gilenya® for a paediatric indication are also eligible for enrolment in the Program.
8. Additional eligibility criteria are included in Program materials or may be notified to you by Novartis.

Patient enrolment:

9. You may enrol eligible patients via the Administrator's prescriber portal, "MSGo Healthcare Professional Portal" (**MSGo Portal**).
10. If enrolment in the Program occurs by your referral, you will be required to provide relevant contact details of your patient or their parent/guardian (e.g. email address, telephone number) to the Administrator, who will contact your patient or their parent/guardian to complete enrolment).
11. You agree to explain the Program to patients (or their parent/guardian) in sufficient detail to enable their informed consent to participate, and you will document their consent to participate, including the storage of their personal and health information, on the MSGo Portal where indicated.
12. The MSGo Portal is a secure password protected section of Novartis MedHub https://medhub.com.au/authentication/register that is only available to you, additional users you nominate (e.g. clinic nurses, clinic administrators or other authorised personnel), the Administrator and other nominated parties providing information technology services.
13. By enrolling a patient in the Program, you consent to the collection, storage, use, handling and disclosure of your personal information and other matters set out in the Administrator's Privacy Policy (available at https://rxmxcorp.com/services-privacy/), and the Privacy and Patient Safety Statements set out in these terms of service. You understand the Administrator will send you emails and SMS (if you opt-in to receive them) related to your patient enrolments, reminders for tests, discontinuations and important website or Program related follow-ups or announcements.
14. If your patient (or their parent/guardian) opts out of the Program, the Administrator may continue to hold personal information collected about you or your patient (or their parent/guardian) for purposes permitted by law, including enabling Novartis to report to health authorities.

Patient services:

15. Under the Program a range of services will be offered to eligible patients, as summarised below:

    a. **Coordination of pre-dose and follow-up testing** – The Administrator may organise any pre-screening tests to be completed prior to your patient commencing treatment with either Gilenya® or Mayzent®. The Administrator will also work with you and your patient (or their parent/guardian) to organise follow-up tests, if requested.
    b. **Coordination of first dose observation** – The Administrator may organise for the first dosage of Gilenya® or (if applicable) for Mayzent® to be observed by a nurse in a Healthscope or Ramsay Healthcare hospital or other selected Novartis approved cardiology clinic at no cost to your patient.
    c. **Home delivery service (Gilenya® patients only)** – Your patient may opt for the Administrator to arrange for delivery of Gilenya® to their home. If your patient opts to receive this service, they may be required to make co-payments and pay pharmacy dispensing fees under the PBS. Please note, due to cold chain requirements a home delivery service is not available for Mayzent®.

d. **Telephone support line** – The Administrator may arrange for a support nurse to contact your patient (or their parent/guardian) by telephone to discuss your patient's treatment with Gilenya® or Mayzent®. Your patient (or their parent/guardian) may also make toll-free inbound calls to a support nurse by phoning 1800 696 746 or 1800 MY MSGO.
e. **MSGo patient smartphone application (Patient App)** – Your patient (or their parent/guardian) will receive user access to the Patient App. The Patient App will provide access to your patient's personalised daily dose record, useful information regarding treatment with Gilenya® or Mayzent®, upcoming appointments for consultations or tests and useful contacts. Your patient (or their parent/guardian) may also delegate access to the Patient App to a nominated carer.

16. Please note services provided under this Program are intended to support your prescribing advice. The Program is not intended to replace or affect your advice or the advice of any healthcare professional.

MSGo Portal:

17. You may access the MSGo Portal by visiting https://medhub.com.au/authentication/register or https//ms-go.com.au .
18. You may only access the MSGo Portal after registration of your details and by secure login after which time you will be designated a user account (**Specialist Account**).
19. You may access the MSGo Portal after registration of your details by visiting https://medhub.com.au or https//ms-go.com.au. Your Specialist Account will allow you to access to the following services:

a. **Patient Enrolment** – You can refer eligible patients to the Program via the Patient Portal.
b. **Patient Dashboard** – You can use this function to monitor the status of all patients linked to the Specialist Account, including test reports, the initial prescription date, date of birth, patient contact details and address. The Patient Dashboard will assist you in managing the progress of your patients' treatment with Gilenya® or Mayzent®. You should not solely rely on the Patient Dashboard for managing the health of your patient.
c. **Access to Patient Dashboard by others** -You may include additional authorised users (e.g. clinic nurses, clinic administrators or other authorised personnel) (**Nominated Users**) to access the Patient Dashboard. You confirm the Nominated User is authorised to access the Patient Dashboard and you will provide all reasonable assistance to the Administrator to enable such access.
d. **More Information** – You can access additional information regarding Gilenya® or Mayzent® including Product Information (**PI**), information regarding the PBS, Consumer Medical Information (**CMI**), the terms relating to the conduct of the Program (including these terms of service), and the Privacy Statement and Patient Safety Statement set out below.

MSGo HCP smartphone application (Specialist App):

20. Following confirmation of your Specialist Account designation, you may access the Specialist App. This will allow you to view the Patient Dashboard and additional information regarding Gilenya® or Mayzent® from your smartphone device.

Variations or termination:

20. Novartis may at any time:

a. terminate the Program for any reason;
b. include additional services as part of the Program; or
c. vary or discontinue services offered under the Program.

21. Novartis and the Administrator will not bear any liability resulting from the cessation, termination or variation under clause 20, nor for loss or damage suffered by you or a patient (or their parent/guardian) because of the Program.

Acknowledgments:

22. You acknowledge and agree:
    a. You are responsible for the on-going care and management of your patient's condition;
    b. You have read and understood the PI for the relevant products, including information concerning the dosage and dosing regimen of those products and understand its indications, contraindications, precautions, any potential adverse effects, storage requirements, dosing and administration;
    c. You exercise your own professional judgment to determine the patient's suitability to receive treatment with the products, including the dosage and dosing regimen and considering the benefits and risks;
    d. You acknowledge you have made an independent decision to prescribe the products based on good clinical practice;
    e. You understand Novartis makes no representations as to the suitability of the products for your patient's condition; and
    f. Novartis will not be liable for any loss or damage resulting from your clinical decisions concerning your patient's treatment, including dosage and dosing regimen.

Mayzent® Experience Program (MEP):

23. You may also enrol eligible patients in the Mayzent Experience Program® or MEP. Under the MEP, eligible patients will receive Mayzent® free of charge by Novartis until the date the product is reimbursed under the PBS (or such other date notified by Novartis in its absolute discretion). Patients enrolled in the MEP will also receive delivery of Mayzent® to their nominated pharmacy and subsidised pre-screening tests undertaken by a Novartis nominated pathology provider. Note that patients may be required to make co-payments and pay dispensing fees upon collection of Mayzent® at their nominated pharmacy.
24. You acknowledge and agree you are responsible to explain the MEP in sufficient detail to patients to obtain informed consent and you will obtain a signed consent for every patient you enrol in the MEP.

Use of Program software:

25. The Program software is not a medical device. It is intended for informational and educational use only.
26. Information accessed via the software is not intended to offer personalised medical diagnosis or patient-specific treatment advice. It should not be used as a basis for any diagnosis, monitoring, management or treatment of diseases or any other medical condition.
27. All software included in the Program is owned by RxMx and was developed in collaboration with Novartis. You are granted a non-exclusive licence to download, install, access and use the software solely in relation to your eligible patients enrolled in the Program. You must not use the software for any purpose other than as expressly permitted under these terms of service. You do not acquire ownership of any intellectual property rights or any other commercial benefits in connection with your use of the software.
28. When using the software you are responsible for:
    a. ensuring that you are using the latest available version;
    b. any damage to your devices, and any loss or corruption of information that you store in the devices that results from the use of the software or the interaction of the software with other applications, data or programs that you may download or use; and
    c. maintaining the physical security of your devices and integrity of your data.
29. You must not:
    a. modify, edit, improve, resell, reverse engineer, change or otherwise interfere with the operation of the software in any way;
    b. engage in systematic copying and widespread distribution of content in the software to the public; or
    c. violate these terms of service.

Questions regarding Gilenya® or Mayzent®:

30. If you have any questions or concerns relating to Gilenya® or Mayzent®, you may refer to the relevant Product Information (for Gilenya® see https://www.ebs.tga.gov.au/ebs/picmi/picmirepository.nsf/pdf?OpenAgent&id=CP-2011-PI-01890-3or (for Mayzent® see https://www.ebs.tga.gov.au/ebs/picmi/picmirepository.nsf/pdf?OpenAgent&id=CP-2019-PI-02212-1or by calling Novartis Medical Information on 1800 671 203.

MSGo Program Healthcare Provider Privacy Statement

The Program is administered via the MSGo Portal (which is accessed by you and Nominated Users) and the MSGo HCP App.

Your name (and the name of your Nominated Users) total number of patient enrolments, the channel of enrolment, will be collated by the Administrator into a report for Novartis. Novartis may use this information for internal purposes, including planning and managing resources for the Program, and analysis and research purposes (e.g. to calculate patient adherence rates).

Personal information may also be used for the purposes of improving the quality of the services offered under the Program or the Program generally. Novartis may disclose this information to third parties in order to promote awareness of the Program and to publish the information in reports or medical publications. The name of treating specialists or patients will not be identified in any report or publication.

You confirm you are authorised to collect your patient's (and their parent/guardian's) personal information (including email address and phone number) and have provided the necessary notifications to each patient (or their parent or guardian) enrolled in the Program. You also confirm you have informed your patient (and their parent/guardian) that Administrators may contact them to complete their enrolment in the Program.

Personal information may be stored on servers located in jurisdictions outside of Australia. Some of those countries may not offer the same level of privacy protection as in Australia. However, Novartis will enter into agreements with its third-party service providers to ensure personal information is secure and adequate data protection is provided.

You have the right to access, update or correct personal information provided to Novartis or its Administrators under this Program and/or decline to receive communications from Novartis or its Administrators.

To find out how, please refer to the Novartis Privacy Policy (see: http://www.novartis.com.au/privacy-policy) or contact our Privacy Officer at Novartis Pharmaceuticals Australia Pty Limited, 54 Waterloo Road Macquarie Park NSW 2113. Phone: 02 9805 3555 Email: privacy.au@novartis.com.

MSGo Program Healthcare Provider Patient Safety Statement

Novartis is committed to patient safety. In accordance with regulatory obligations for reporting safety information Novartis processes reports of adverse events experienced by patients on Novartis products when identified by a Novartis representative (or by a third party acting on behalf of Novartis).

Novartis Patient Safety may contact you in order to collect further information on the adverse event. This information may be shared with health authorities or other pharmaceutical companies with whom Novartis has a license agreement, and third parties we work with for the purpose of safety reporting.

As a healthcare professional participating in this activity sponsored by Novartis, you confirm you have read and understood the adverse event collection statement and agree with it. You understand that information relating to an adverse event with a Novartis product that is identified during this activity will be forwarded to Novartis Patient Safety department, for safety reporting.

You understand that your participation in this activity indicates your consent for Novartis' Patient Safety department to contact you for further information regarding any adverse event identified as part of this activity.