

MAYZENT® (siponimod)

MSGo Program Q&A

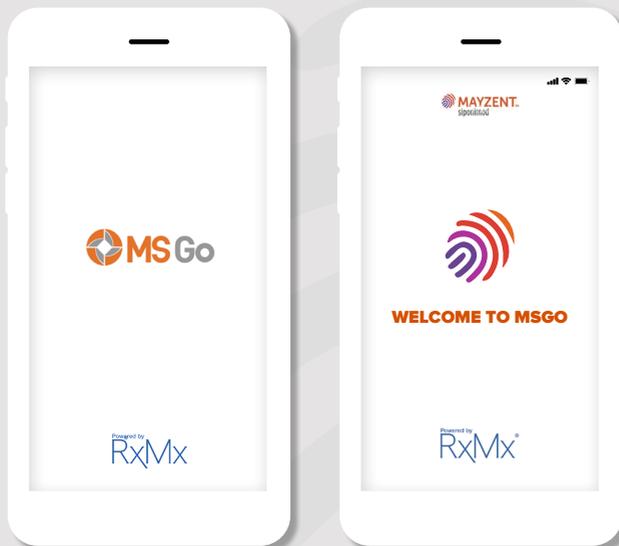


What is MSGo?

MSGo is a support program designed to make treatment initiation with MAYZENT simple for you and your patients.

MSGo is a digital platform that helps you and your clinical team monitor patients throughout their treatment journey. Patients can also download an app to keep on top of their treatment. This feeds back into your MSGo web portal, assisting with monitoring adherence in real time.

As part of the program, a dedicated MSGo nurse is also available to support you and your patients.



How can the MSGo nurse help me and my patients?

The MSGo nurse offers support at each step of the treatment journey, from registration and organising pre-screening tests, to booking follow-up appointments.

The MSGo nurse will follow up with you if they identify patient adherence issues.

The MSGo nurse is a valuable resource that you can use to supplement your existing clinical team when caring for your patients.



If you need assistance with the program, simply speak with the MSGo nurse. They are available Monday to Friday, 9am-5pm AEST on **1800 MY MSGO** (1800 696 746).



How do I register?

To register for MSGo, visit www.medhub.com.au/msgo

If you are new to MedHub:

1. Select *Register your E-mail*
2. Fill in the mandatory fields, including AHPRA number
3. Select *Neurology* from *Your Area of Expertise*
4. The MSGo dropdown registration fields will appear
5. Fill in the required fields and click on *Create New Account*

If you are an existing MedHub user:

1. Click *Login* and log in with your MedHub username and password
2. Click on the MSGo link in the site header of the MedHub home page
3. Select *Register for MSGo*
4. Fill in the required fields and click on *Create New Account*

Once your email address is confirmed, click the MSGo link on the MedHub home page to automatically log you on to MSGo - www.ms-go.com.au

For easier access, bookmark this page in your web browser.



How do I register patients?

It's easy to register your patients online using the MSGo platform. Go to the MSGo web portal home page, select *Add New Patient* and fill in their details.

Your patient will then be registered with the program and can access the MSGo patient app. The MSGo nurse will also call your patient, welcoming them to the MSGo program.

Can I add members of my clinical team?

You can add team members to MSGo by selecting *Add Team Member* from the *Settings* menu. An invitation is then sent to the selected member of your team, such as your nurse.

When they accept the invitation, they join you as part of the MSGo program. This allows them to receive notifications and alerts for your patients.

Delegate neurologists need to register via MedHub at www.medhub.com.au/msgo



Can I adjust alerts and notifications?

MSGo allows you to adjust the way in which you receive alerts and notifications. You can choose your preferred frequency and mode of communication through *Settings*. Simply select *Alert Settings* and change preferences to suit your needs.

It's important to note that results of clinical significance (as defined by the MAYZENT Product Information) will be emailed to you. This cannot be switched off.

How do I manage pre-screening tests through MSGo?

When registering patients with MSGo you can request pre-screening tests. MSGo allows you to mark tests as *Completed* or *Not Completed*.

You can also generate pathology forms by selecting *Add to Request*. You can manually add additional tests to the pathology form, however results for these tests will not be recorded in the MSGo platform. They will be sent to you via your usual process.



Will I receive pre-screening test results on the MSGo web portal and app?

If you requested pre-screening tests on MSGo, you will receive the results on the MSGo web portal and app. These will appear under *Notifications*. You will still receive results via the usual process, but MSGo provides you with a secondary electronic copy.

An alert may be triggered if the results indicate action is required. You must acknowledge and accept the alert when a result of clinical significance is detected. These alerts are for:



Genotype results



A positive pregnancy test



Antibody-negative for varicella zoster virus



Can I request a first dose observation for my patient?

To understand which of your patients require a first dose observation, it's important to review the MAYZENT Product Information. The criteria is displayed on the pre-screening page of the MSGo web portal.

If you have admitting rights at one of our affiliated FDO locations, you can select the preferred locations on the pre-screening page. The MSGo nurse will follow up to arrange this booking with your patients.

How do I select my patient's dose on MSGo?

Before selecting a dose, you must first review the patient's genotype test results which are received through the MSGo web portal. MSGo will also provide you with a direct reference to the MAYZENT Product Information, allowing you to determine which dose is recommended, based on your patient's genotype.

After selecting *Choose Dose*, you are required to choose either a 2 mg or 1 mg dose, or you have the option to discontinue the patient if necessary. If you select a dose that is inconsistent with the MAYZENT Product Information, a warning box will appear.



Can I switch patients from MSGo GILENYA to MSGo MAYZENT?

If your patient is currently enrolled in the MSGo GILENYA program, you can switch them to the MSGo MAYZENT program via the MSGo web portal. The MSGo nurse is automatically notified and will contact you to provide support. Patients switching to MAYZENT will be required to complete pre-screening tests as per the MAYZENT Product Information prior to commencing treatment.

How does the MSGo patient app work?

The MSGo web portal links to your patient's app. If patients schedule pre-screening tests and follow-up appointments through their MSGo app, you can view them on your web portal and app.

After their first dose has been taken, patients have the option to set up reminders to take their medication daily. They can also use the app to mark when they have taken their medication.



How is patient adherence monitored?

When patients use the MSGo app, they're given the choice to opt in for reporting. If they opt in, you can monitor their adherence in the MSGo web portal. Simply select the *Adherence* tab for the relevant patient to monitor compliance.

Patients are encouraged to monitor their daily doses on their MSGo app. The MSGo nurse will also contact the patient if additional reminders are necessary. If they miss a dose during titration, or miss treatment for 4 or more consecutive days during maintenance, an alert is sent to you and the MSGo nurse.

Can my patients still be enrolled with MSGo if they don't want to use the MSGo app?

Yes - patients can still be enrolled in MSGo but can opt out of the patient support program and downloading the app.







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