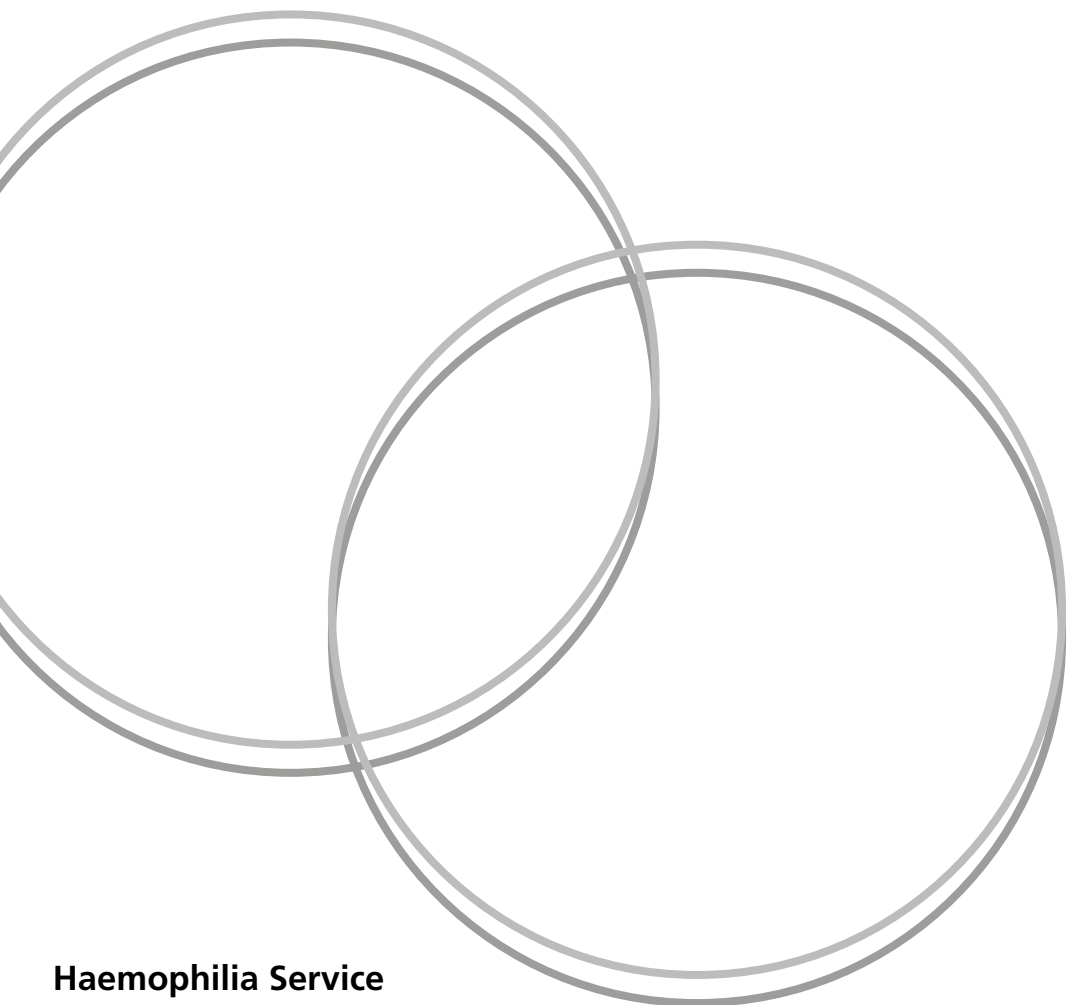




Oxford University Hospitals
NHS Foundation Trust

Home delivery of emicizumab (Hemlibra®)

Information for patients



Haemophilia Service

As part of our commitment to improve services to patients, the Pharmacy Department and Haemophilia Service are offering you the option of having your **emicizumab** (Hemlibra) delivered to your home (or another nominated address).

If you take up this option, your prescription will be dispensed by a private pharmaceutical company called Healthcare at Home (H@H). The medication will then be delivered to your nominated address free of charge.

If you do not wish to use the home delivery service please let us know.

Why home delivery?

We have recommended the home delivery service to you, as Healthcare at Home has provided dispensing services to the NHS for many years. We believe this service will help reduce the amount of travelling you have to do to and from hospital, by delivering your treatment directly to your home.

Delivery of medicines by an external provider will also save money, as hospitals have to pay higher costs for the medicines than community or private companies, such as Healthcare at Home. The savings made will enable us to improve the Haemophilia service.

Due to emicizumab being a specialist medicine, it can only be prescribed by the hospital and not by your GP.

Who is Healthcare at Home?

Healthcare at Home is a pharmaceutical company specialising in the delivery of patients' medicines. Their pharmacy is registered with and inspected by the Royal Pharmaceutical Council.

Since the company was founded, Healthcare at Home has safely delivered thousands of parcels of medicines to patients throughout the UK.

Registration and consent forms

To provide you with the best service, we will need to give Healthcare at Home some contact details for you. We will complete a registration and consent form with you before your first prescription is written.

Your dispensing records will be held on a computerised patient management system, which complies with the requirements of the Data Protection Act.

Healthcare at Home staff are governed by the same rules about confidentiality as NHS staff. Healthcare at Home fully understands and is sensitive to all issues surrounding the confidentiality of information about you and your medicines.

Emicizumab

This is a new medicine. You need to be in close contact with your Haemophilia team while you are having emicizumab, to make sure the medicine and dose is safe for you.

Your Haemophilia team will talk with you about the medication and side effects before you start having emicizumab. You will also be given a separate information pack, provided by the manufacturer.

You are likely to receive the first 4 weekly injections in the Haemophilia Centre. You will be taught how to give yourself the subcutaneous emicizumab injections during this time.

You must record all doses of emicizumab on Haemtrack (an online reporting system), so your Haemophilia team can monitor how you respond to the medication.

You will also need to come to the Haemophilia Centre at least once every 6 months, for a review. If you're not able to record your doses or come for the review appointments, you may not be able to continue taking emicizumab, as we will not know whether the medication is suitable for you.

If you have a bleed, please call your Haemophilia team. If you have to give yourself factor, please record this on Haemtrack.

How does the home delivery service work?

Once the decision has been made to start treatment with emicizumab and you have agreed to home delivery, we will complete the registration forms with you. These will be sent to Healthcare at Home.

Your haematologist will prescribe the emicizumab and ask one of the pharmacists to complete and send off the prescription for home delivery.

Within two to three weeks you should be contacted by Healthcare at Home, to agree a convenient date for the medication to be delivered to your nominated address. Your medication will be packed securely in plain packaging and delivered by an unmarked refrigerated van.

Healthcare at Home will provide you with a large sharps bin with your first delivery, to dispose of your emicizumab vials and needles. Full bins will be taken away and exchanged when you get your following deliveries.

How do we make sure you receive your medicines?

After the first delivery, Healthcare at Home will have a record of when the next delivery is due and will forward a request for a new prescription to the Haemophilia team. The pharmacist will liaise with the medical and nursing teams to confirm your treatment is continuing. They will check the dose and then complete and send off the prescription, so it can be dispensed in time for your next dose. You will usually receive 1 month's worth of medication at a time.

You will need to nominate an address for delivery where there will be someone available to sign for the receipt of your emicizumab. This could be your home, the home of a relative or friend, or your place of work. The emicizumab must be put in a fridge as soon as it has been delivered.

You must let Healthcare at Home and your Haemophilia team know if your delivery address or contact details change.

If for any reason you need to cancel and rearrange your scheduled delivery (for example, if you are going on holiday), you must contact Healthcare at Home customer services as soon as possible.

If you are expecting a delivery and have not heard from Healthcare at Home, please contact Healthcare at Home customer services (the phone number is at the end of this leaflet).

What happens if there is no one available to sign for the delivery?

If you are not in to receive the delivery, the driver will contact Healthcare at Home and ask them to try to contact you by telephone on the numbers you provided when you registered. If they are still unable to contact you the medication will be returned to their depot. No medication will be left on the doorstep.

Healthcare at Home will continue to try to contact you to arrange another delivery time. If they are unable to contact you, they will inform your medical team at the Haemophilia Centre.

Storage

You must put your emicizumab in the fridge (between 2°C to 8°C) as soon as it has been delivered.

Travel

Vials containing the emicizumab can be stored at temperatures up to a maximum of 30°C for a period of up to 7 days. It must be protected from light, and disposed of if it is not used within the 7 day period. However, we recommend that even for short trips you transport emicizumab in a cool bag with separate holders for ice packs, so they are not touching the medication. Make sure there is a fridge at your destination to store the medication.

Healthcare at Home can provide Customs forms for overseas trips (if required). If you are planning on travelling abroad or outside the UK you must discuss this with your Haemophilia team as soon as possible. We will need to work out how many doses of emicizumab you will need to take with you and what treatment you will need if you have any injuries or bleeding issues.

How to contact us

If you have any questions about how to take your medicines or about any side effects, please contact the Haemophilia Nurse Specialists.

Tel: **01865 225 316** or **01865 225 308**
(9.00am to 5.00pm, Monday to Friday)

For urgent queries outside of hours, at weekends, or on Bank holidays, please telephone the hospital switchboard.

Tel: **0300 304 7777**

Ask to speak to the 'haemophilia specialist registrar on-call'.

If you have any questions about the delivery of your medication please contact Healthcare at Home customer services.

Tel: **0333 103 9831**

(8.00am to 8.00pm, Monday to Friday and 8.00am to 4.30pm on weekends and Bank holidays)

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.

Making a difference across our hospitals

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OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

**Oxford
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