

Frequently asked questions

What is homecare?

Homecare providers help to deliver medicines and care directly to people's homes. The purpose of homecare services is to improve patient care. There are many homecare providers in the UK, who work closely with the NHS to support lots of patients each year to access the treatments they need, in the comfort and convenience of their own homes.

Who funds Dupixent MyWay, and who will my homecare provider be?

Dupixent MyWay is a pharma-funded homecare service, and your hospital will have a contract in place with a specific homecare provider, which will be either HealthNet or Sciensus. They will let you know which homecare provider will be supporting you.

Will my information be safe?

You can be assured that all communication between your clinical team and your homecare provider is confidential and secure.

What services will I be signed up for?

Your clinical team can register you for a range of services. This may just be to receive your medication delivery, but could also include training to inject and/or additional patient support. Talk to them if you have any questions about this.

Get in contact for further information

HealthNet 08000 927720
Available Mon-Fri: 8am to 5.30pm
dupixent@healthnethomecare.co.uk

Sciensus 03331 039499
Available Mon-Fri: 8am to 4.30pm
generalenquiries@sciensus.com

Important information

Like all medicines, this medicine can cause side effects, although not everybody gets them. It's important to know what to expect and watch out for. Always read the Patient Information Leaflet and consult your healthcare professional if you have any questions.

Reporting of side effects

If you experience any side effects, talk to your doctor, pharmacist or nurse. This includes any possible side effects not listed in the package leaflet. You can also report side effects directly via the national reporting systems below:

In the UK:

Through the national MHRA Yellow Card scheme reporting system:
www.mhra.gov.uk/yellowcard

Alternatively, contact Sanofi on:

+44 (0)800 0902314 (UK)

By reporting side effects, you can help provide more information on the safety of this medicine.

- » For further information about your treatment, including side effects, refer to the Patient Information Leaflet, which can be found in your medication pack.
- » Talk to your doctor, nurse or pharmacist for more information or personal advice regarding personal treatment(s) or health.

DUPIXENT
(dupilumab)

Welcome to the
DUPIXENT
myway
home delivery and patient
support service

If you've received this leaflet, it means that you, or someone you're caring for, have been prescribed Dupixent and have been registered to receive support through Dupixent MyWay.

Dupixent MyWay is a support programme that aims to help patients prescribed Dupixent get the most out of their treatment and feel independent while living with their condition.



Getting started

Once you step foot outside the hospital, our homecare providers (HealthNet or Sciensus) will be there to help support you and your clinical team throughout your treatment journey



Introduction to Dupixent MyWay

We'll call to get you started, to explain a little more about the service, and to arrange your 1st delivery



Your homecare provider

Medication delivery

You'll soon receive your 1st delivery – remember to put it in the fridge. Your repeat prescriptions and deliveries will be managed for you



Nurse injection training

A nurse will teach you how to administer Dupixent at home, either virtually or in person

I'll teach you how to inject correctly, how to store your medication, and will let you know about extra support



Your MyWay nurse

Ongoing support, as you need it

If your doctor has requested extra support, your homecare provider will occasionally phone you to check in and provide help and guidance



Once you're all set up and trained, you're good to go – and your homecare provider will be there to support throughout



You can ring your homecare provider to get support with your treatment from their team of healthcare professionals



Notifications

You'll get regular notifications – either by text or app that provide extra support, tips, links to useful videos and more – all of which are designed to help you throughout your treatment

How you receive these depends on your homecare provider:

HealthNet

Via text directly from HealthNet, so you know it's from your trusted provider

Sciensus

Via the **Sciensus Intouch** app

Visit the Dupixent MyWay digital hub

Along with the support you'll get from the homecare provider, you can visit the hub at any time for useful information about your treatment

 Scan the QR code or go to dupixentmyway.co.uk



Please note that the level of support may vary. Contact your homecare provider for details on what's available to you, or if you have any questions about your treatment or deliveries.