SELF ADMINISTERED PRODUCT SPOILAGE

In Genentech's commitment to patient safety, the Genentech Spoilage Replacement Program aims to prevent the use and administration of spoiled product under certain circumstances. If your patients' self-administered Genentech product is unsafe to use for reasons including temperature excursion, catastrophic events, or contamination including dropping, you can request a Spoilage Replacement. If approved, the replacement will be shipped to the Specialty Pharmacy for distribution to the patient.

HAVE THE PATIENT CONTACT THEIR SPECIALTY PHARMACY TO REPORT THE INCIDENT

ASK THE PATIENT THE FOLLOWING QUESTIONS

- How did the Spoilage event occur?
- Lot number of the Genentech product?
- Instruct the patient to dispose of unused product in their sharps or biohazard container.
- When did the Spoilage occur (date)?
- Prescription number (if used as the RX reference)?
- Advise the patient that you have filled out the request for replacement and will be sending them their new prescription if the request is approved by Genentech.

FILL OUT SPOILAGE REQUEST

To fill out the Spoilage Request go to **www.genentechdirect.com/returns** and select "Self Administered products (spoilage by the patient)". If you have questions contact Genentech Customer Service at **800-551-2231.**

QUESTIONS?

If you have any further questions regarding the Spoilage Program or any Genentech product, please contact Genentech Customer Service at **(800) 551-2231.**

For Nutropin call: **1-866-NUTROPIN** to initiate the request.

The Genentech product must be approved for an prescribed and prepared for a labeled indication, yet not administered due to unforeseen patient clinical circumstances, subject to certain limitations and conditions set forth by Genentech. Genentech has the right to make the final decision regarding any spoilage incident. Genentech has the right to modify or discontinue the Spoilage Program at any time without notice. For quality or stability-related issues, please contact Genentech Medical Communications at **(800) 821-8590.**

For expired product returns, please contact Genentech Customer Service at **(800) 551-2231.**