Rare cancer during COVID-19

Industry perspective
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23rd Code of Ethics Commitment on Patient Engagement underscores visibility to the importance of patients to our strategy

Our Commitment
To consistently and systematically engage patients along the medicine's lifecycle. Together with patients we can reimagine medicine by developing innovative medicines faster and creating broader access.

Why it matters
Patients deserve to live their best lives possible. Co-creation with the community is necessary to optimize the benefit of medicines for patients and society.
Novartis response to the COVID-19 pandemic is guided by the Novartis Commitment to Patients and Caregivers

The safety and wellbeing of patients is our primary concern as we respond to the COVID-19 pandemic. Novartis is working to ensure supply of our medicines, enhance virtual services, protect the integrity of clinical trials and support patient organizations. Our response is guided by the Novartis Commitment to Patients and Caregivers.
Patients (and Patient Organizations) in COVID-19 times encountered issues of different nature

- Health risks
- Difficulties in access to healthcare
- Difficulties in access to treatments
- Delays in treatment visit and plans
- Challenges related to recruiting, enrolling and treating patients in clinical trials
- Loneliness and isolation
- Need to adapt to new digital ways of communicating
- Patient Organizations: diversion of funds to COVID-19 initiatives
- Patient Organizations: delays, reconversion of resources and activities, digitalization

As the coronavirus (COVID-19) continues to spread around the world, Novartis is closely monitoring the evolving situation with one major concern: the health and safety of our employees and patients.

We are aware that this unprecedented public health crisis has an even greater resonance for people suffering from various pathologies who, in addition to the concern related to the pandemic, have specific issues related to their disease and the follow-up of their treatment.

We reaffirm all the commitments we have made to patients, patient associations and healthcare professionals.
Novartis addressed patient issues generated by COVID-19 in different ways

COVID-19 Novartis Response

In the face of a global crisis, Novartis has quickly mobilized R&D capabilities, medicines, clinical trials expertise and philanthropic aid to address the coronavirus pandemic.

- Enhancing virtual services
- Ensuring access and supply of medicines - EFPIA position
- Protecting integrity of clinical trials
- Supporting Patient Organizations
To support patients experiencing delays in clinical trials, protocol deviations reviews were prioritized, drug delivery at home was implemented where allowed (local experiences), patient support programs were potentiated.

For patients who are participating in Novartis clinical trials we have enacted mitigation plans where needed to protect the integrity of our trials and help ensure continuity of treatment.

- Support: access a greater pool of funding
- We eliminated the need to repeat the time-consuming reputation check for Patient Organizations if that was recently done
- We developed a rapid-response and approval process in collaboration with the legal/compliance team to ensure reviews and approvals of funding proposals were completed within 24 hours
- We worked with the finance team to ensure that approved funding requests were paid out in a maximum of 30 days
- We expanded the range of funded activities including COVID-19 related ones
- In collaboration with the legal/compliance team we gave the possibility to re allocate funded activities to COVID-19 ones
- Help was given to Patient Organizations in the diffusion of their COVID-19 initiatives and databases/toolkits, fighting fake information
The COVID-19 pandemic has accelerated our digital transformation, including in the ways we engage and interact with our stakeholders, bring our products to market, and meet the needs of patients. These initiatives include the development and implementation of personalized engagement models enabled by digital technologies, the demand for which has increased in response to the COVID-19 pandemic.

The change to fully virtual Patient events (e.g. Advisory Boards, GOPIPs – Global Oncology Patient Insight Panels, etc) was fast and effective.

EPIS2020 (European Patient Innovation Summit) was organized around the new digital opportunities arising from COVID-19 for patients and issued recommendations.
Ensuring access and supply of medicines
EFPIA: Policy proposals to minimize medicine supply shortages in Europe
Lessons from COVID-19 crisis

- Ensure a consistent and workable definition of medicine shortages
- Ensure a better understanding of the root causes and drivers of shortages.
- Improve understanding and transparency of patient needs at member state level for appropriate planning forecasting.
- Address national stockpiling requirements
- Facilitate the production and supply of treatments impacted by the pandemic through regulatory flexibility to meet patients needs
- Reach a careful balance between free movement of goods and the need to efficiently supply medicines based on patient needs as well as re-balance stocks across borders.
- Ensure that procurement policies do not nullify the intended effects of supply side policies
- Ensure the availability of critical medicines at EU level in line with Member States' patient needs
- Ensure continuous dialogue between competent EU and national competent authorities, and manufacturers with a view to addressing any imbalances between demand and supply

## Some Countries Experiences in Patient Engagement

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<th>Novartis Germany</th>
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<td>• Hybrid model for clinical trials</td>
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<td>• Virtual AdBoards on Patient needs in times of COVID-19</td>
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<td>• Donation of 100,000 respirators to the Federal Ministry of Health</td>
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<td>• Free home delivery of treatments to approximately 6,500 patients, who are unable to supply their private pharmacies, are not served by a corresponding program of the health system and belong to a high-risk group</td>
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<td>• Patient Support Programs remained active through virtual care (telemedicine, online nurse support)</td>
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Conclusions

- COVID-19 generated problems and hurdles to the Patient Communities to which Novartis responded guided by the Novartis Commitment to Patients and Caregivers

- Novartis response was relentless in 4 big pillars:
  - Enhancing virtual services
  - Ensuring Access and Supply of Medicines
  - Protecting Integrity of Clinical Trials
  - Supporting Patient Organizations

- According to local laws and regulations, Country and Regional Novartis Patient Engagement Teams provided local support and put in place patient focused actions

- We are committed to treasure the experiences and learnings we achieved during the pandemic times to improve even more our future actions in favour of the Patient Community in the (hopefully) post-COVID19 world
Thank you!