

SANOFI GENZYME 

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# Home Delivery Program Guide





# Contents

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|                           |    |
|---------------------------|----|
| Welcome                   | 3  |
| Delivery schedule         | 4  |
| Ordering my next delivery | 5  |
| Your delivery             | 6  |
| Questions?                | 8  |
| Notes                     | 9  |
| Contact details           | 10 |

# Welcome

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Welcome to the Sanofi Genzyme Home Delivery Program.

Our goal at Sanofi Genzyme is to work in a respectful partnership with the Haemophilia Community within Australia.

The Sanofi Genzyme Customer Service Team is responsible for the delivery of your product to your home as authorised by your Haemophilia Treatment Centre (HTC). The following booklet will provide you with information on the Sanofi Genzyme Home Delivery Program including the ordering process, your delivery schedule and frequently asked questions.

Now that you have enrolled in the Sanofi Genzyme Home Delivery Program, the Sanofi Genzyme Customer Service Team will work with your HTC to complete the final steps for your first home delivery.

A member of the Sanofi Genzyme Customer Service Team will be in contact to welcome you to the Program.

**- Sanofi Genzyme Customer Service Team**

# Delivery schedule

Your delivery will be scheduled every 28 days\* from your first delivery date, there will be 13 deliveries in a 12-month period:

- Sanofi Genzyme Customer Service will contact you 14 days prior to your scheduled delivery
- Your delivery will be scheduled at your nominated time and day of the week

|            | Tuesday        | Wednesday      | Thursday       | Friday |
|------------|----------------|----------------|----------------|--------|
| 8am - 12pm | ✓              | ✓              | ✓              | ✓      |
| 10am - 2pm | ✓              | ✓              | ✓              | ✓      |
| 12pm - 4pm | ✓              | ✓              | ✓              |        |
| 6pm - 8pm  | ✓ <sup>†</sup> | ✓ <sup>†</sup> | ✓ <sup>†</sup> |        |

You will be provided with a digital calendar of your scheduled deliveries via email. There is also a calendar in the back of this guide to help you track delivery dates.

**Please contact Sanofi Genzyme Customer Service on 1800 FACTOR if you run out of stock before your scheduled delivery date.**

\* Unless alternative schedule selected during enrolment process.  
<sup>†</sup> Metro only

# Ordering my next delivery

Sanofi Genzyme Customer Service will contact you 14 days prior to your next scheduled delivery.

## Determining your product requirement and confirming your scheduled delivery:

Sanofi Genzyme Customer Service will send you an SMS text message in the 14 days prior to your scheduled delivery to check the product quantities and vial sizes you have at home.

Sanofi Genzyme Customer Service will call you the following day for this information and to confirm your next scheduled delivery date.

Please ensure you have enough product to allow for unplanned infusions in addition to your routine infusion schedule.

The scheduled delivery time cannot be changed after the call unless there are extenuating circumstances out of your control.

**If you have any questions please contact Sanofi Genzyme Customer Service on 1800 FACTOR.**

# Your delivery

On the day prior to your scheduled delivery you will receive a reminder SMS text message.

Please ensure that you, or someone you nominated as an authorised receiver, is present at the nominated address to accept your delivery.

## When your delivery arrives

Please follow the instructions below.

Open the delivery package and remove the TagAlert® from the package:

- Please PUSH the START/STOP button on the front of the indicator and hold it until the ● icon is displayed (approximately 5 seconds)
- If the LCD displays ◀, no alarms have been triggered therefore you can continue on and check the delivery product and quantity. If all is in order, sign the Proof of Delivery machine to accept the delivery and promptly store the product in the fridge
- If the LCD displays ▶ and reads "1,2,3 or 4", inform the courier that the delivery cannot be accepted. The Sanofi Genzyme Customer Service team will contact you to organise a replacement product delivery

If you have any questions about your delivery please call Sanofi Genzyme Customer Service on 1800 FACTOR.

## Your home delivery package

Each Home Delivery package will contain the following items:

- Your Product and ancillary items
- TagAlert Monitor
- Packing Fill and ice packs if required

## Action required

When the package arrives please PUSH the START/STOP button on the front of the indicator and hold it until the ● icon is displayed (approximately 5 seconds):



✓ Accept delivery



✗ Do not accept delivery

# Questions?

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## What if my treatment changes?

If you require a different amount of stock at home, contact your HTC.

## What if my address changes?

Please contact Sanofi Genzyme Customer Service on 1800 FACTOR to advise of a change of address, please provide a minimum of one week's notice.

## Can I change my delivery time?

If you need to change your normal scheduled delivery time, please inform Sanofi Genzyme Customer Service when they contact you in the 14 days prior to your scheduled delivery. The delivery time cannot be changed after this call unless there are extenuating circumstances out of your control.

## Planning a holiday?

You may wish to take extra product to cover the time you are away, speak to your HTC who will liaise with Sanofi Genzyme Customer Service to arrange a solution. Alternatively, you can advise Sanofi Genzyme Customer Service one month in advance to check if delivery can be made to your holiday destination. Your normal delivery cycle will continue upon your return.

# Notes

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# Contact details

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In the case of a medical emergency please call:  
**000**

Sanofi Genzyme Customer Service:  
**1800 FACTOR**

Haemophilia Treatment Centre:





SANOFI GENZYME 

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