

22 May 2024

Dear Health Care Professional

Update related to the recent migration to ClopineCENTRAL® 2.0

ClopineCENTRAL® is the Pfizer Australia Pty Ltd (Pfizer)-managed web-based application to monitor blood results related to the use of Clopine® (clozapine).

Douglas Pharmaceuticals Ltd (Douglas) are the manufacturers and Consent to Distribute holder for Clopine and Versacloz (clozapine) in New Zealand. On 11 May 2024 ClopineCENTRAL 2.0 was deployed to enhance patient privacy, data security, and to provide an updated user interface.

We are aware that some users have questions about the new system and its functionality. We have experienced delays in addressing these questions. We sincerely apologise to any users impacted by these delays.

Current status of reported issues

Since deployment of ClopineCENTRAL 2.0, Douglas users have provided the following feedback on experiences using the new system:

- *“Blood results uploaded from HealthLink were not consistent”* - work has been undertaken with HealthLink which has resolved this issue on 17th May. There is currently active monitoring and reconciliation in place. **If you have a concern about any blood result, we recommend a direct check in with HealthLink to confirm.**
- *“The alert overdue system on the home page is not operational”* - this has been resolved on 17th May.
- *“The alerts page includes inactive patients”* - this has been resolved on 15th May.
- *“Discrepancies in the dates of blood tests and incorrect prompts for overdue blood results”* - this has been resolved on May 21st.
- *“Missing data”* – Pfizer has enhanced the privacy and security measures in ClopineCENTRAL while maintaining the alignment with its original purpose ensuring that the information users record in ClopineCENTRAL is limited to ‘essential information’ (defined as information that is reasonably necessary information to provide optimal patient care). As an example, healthcare professionals who have not logged in to ClopineCENTRAL in the past two years were not migrated to the new system. Any users not migrated or for new users will be required to follow the profile activation process.

Helpful information

Please be aware that you may be able to address some queries using the following information for ClopineCENTRAL users:

• Refreshing to ensure access the new site

Although the web address for ClopineCENTRAL has not changed, some users are receiving errors when they visit the site.

Please refresh your web browser by clicking in the address bar and pressing 'enter' using the reload icon or Ctrl+R.

• **Resetting your password**

The first time you log into the system after the upgrade, please remember to **reset** your password.

Note: Users will be locked out of the system after 5 (five) incorrect login attempts, and a password reset email cannot be sent while you are locked out.

• **Navigating the new menus**

A detailed Instructions for Use is available on the site. Look for the 'IFU' icon on the left-hand side of the homepage.

Extended wait times for customer queries

Please be aware that our teams are currently experiencing a high volume of customer queries, so wait times can be significant. We anticipate that most queries can be answered via the information we have provided in this letter, so we kindly encourage you to review these before reaching out. We appreciate your understanding and patience during this time.

Where to go for further enquiries:

- **Clopine Services Team:** clopinecentral@pfizer.com or ph 0800 435 811 (AEDT 8.00am-8.00pm Monday-Friday (or after hours for emergencies)).
- **Douglas Medical Information** on medinfo@douglas.co.nz or 09 835 0660.

Adverse events should be reported to CARM via:

<https://pophealth.my.site.com/carmreportnz/s/> or drugsafety@douglas.co.nz

We thank you for your ongoing mahi and support and remain committed to ensuring that Douglas medicines are used safely.

Sincerely,



Roger Smart M.Pharm

Regulatory & Clinical Affairs Strategic Business Partner