

FAQ PAIRS

1. What's different from ProPatient?

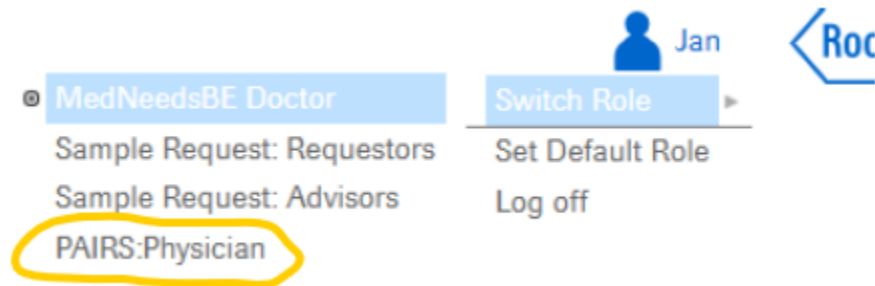
- A non-delegate nurse/pharmacist is no longer linked to a physician and will not be able to see any patients.
- A new patient request submitted by a delegate nurse, will always be sent to the responsible physician for review and submission to Roche

2. I received confirmation that my registration on Roche.pro.be was completed, but I cannot log in to PAIRS.

- In some cases a manual step by Roche is required after registration, in that scenario you can have access to content on the Roche.pro portal but not to PAIRS yet. Please let us know and we will do the necessary.

3. What can I do when I am redirected to ProPatient instead of PAIRS?

- Click on your name (upper right corner) and select *Switch Role* -> click on *PAIRS:...*



4. Can I update the amount of vials when raising a new drug request

- No, the amount of vials are defined in the PAIRS program setup. Please contact your Roche Local Coordinator if a change is required.

5. When changing a shipping address and/or recipient for a patient, the correct information cannot be selected. How can I resolve this?
 - Please contact your Roche Local Coordinator who will make the required changes for you.

6. What does it mean when my patient has the status “Under Review”?
 - The patient request was submitted to Roche and is now being assessed by Roche.

7. As an HCP, how can I review/approve a patient request which is created by a delegate nurse?
 - Go to my tasks and look for the status “Ready to Submit”. Open the request by clicking on it and review the answers by clicking the links under “Patient Details” or click on “Previous Step” to navigate through the different questions.
 - To modify the current patient information, click on “Previous Step” to navigate through the different questions and modify the answers where necessary.
 - To approve the patient request, click on “Submit”.

8. For delegate nurse: when entering a new patient request:
 - I cannot select the correct site, how can I solve this?
 - Please contact your Roche Local Coordinator who will make the required changes for you.
 - I cannot select the correct shipping address, how can I solve this?
 - Please contact your Roche Local Coordinator who will make the required changes for you.
 - I cannot select the correct recipient, how can I solve this?
 - Please contact your Roche Local Coordinator who will make the required changes for you

- Step 5 - Confirmations - can I, as a delegate nurse, confirm the first statement “I am the physician/HCP with a valid medical/professional licence.” ?
 - Yes, since you are answering this question as a delegate nurse on behalf of the treating physician.

9. What does the status of my tasks mean?

- Finalize patient request: patient request was saved as draft and not finalized yet
- Ready to submit:
 - For delegate nurse: request is in review by the HCP
 - For HCP: request is ready to be reviewed and submitted

10. What does the status of my patients mean:

- Under Review: the request is being reviewed by Roche
- Draft: the request is not finalized. Check your tasks to take action
- Approved: the request is approved by Roche

Tips:

- If you want to raise a drug request for multiple patients at the same time, use the “New Drug request” at the left hand side. Here you can select multiple patients at the same time.
- If you want to raise a drug request for a single patient. Go to “My Patients”, search for the correct patient (by using the filters if necessary), click on “Actions” and select “Create Drug Request”.