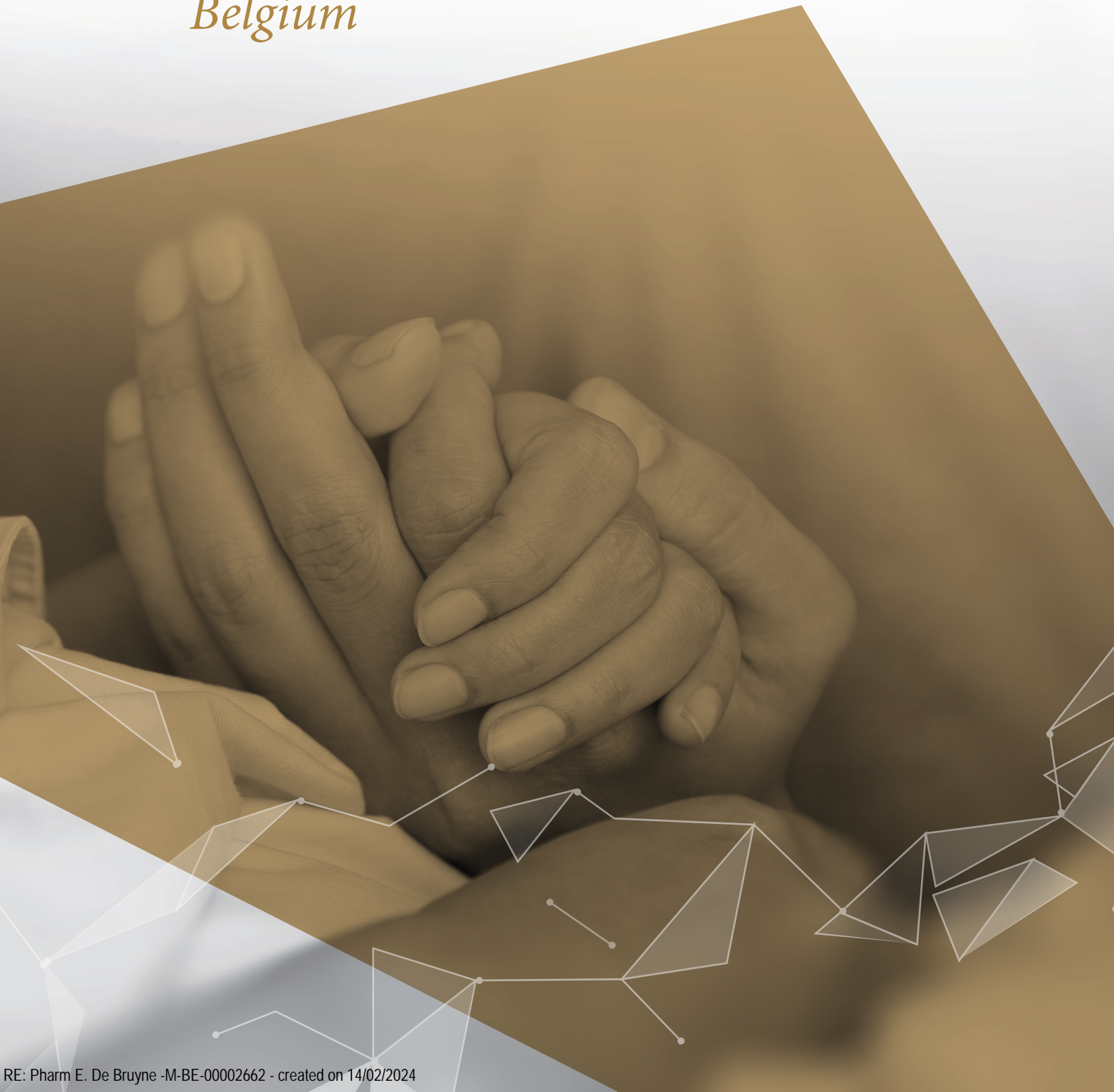


PAIRS Quick Reference Guide for Physicians

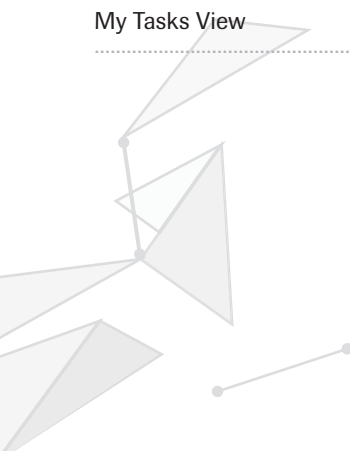
Belgium



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Manage Delegation	8-9
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Login to PAIRS

Browser Compatibility

PAIRS works with all modern browsers including Chrome, Safari, Firefox and Edge. PAIRS is also mobile friendly. We do not recommend using Internet Explorer which is no longer supported.

Login to PAIRS

Access to the application requires a [RochePro](#) login account. If you do not yet have an account, please go to [RochePro](#) to register.

Select “LOGIN” or “REGISTER” to enter your details and follow the instructions on the screen. Once logged in to [RochePro](#) you can navigate to [Online Services](#) to find the PAIRS link.

Please note, some statements on privacy data, legal aspects and safety reporting will pop up to be accepted in order to proceed.

Basic Navigation

When you are logged in to PAIRS you will see the “My Tasks” screen with a list of pending tasks. On the left pane of the screen, you will find the links to submit new patient and drug requests.

Similarly, you can view all your draft and submitted patient requests in the “My Patients” section. Please go to the “My Addresses” section to check if the address details for the site and the shipping address for your patients is correct.






My Addresses




Before you submit a patient or drug request, please ensure your contact and site details are correct.

Manage Preferred Email and Phone Number



 Hanna Ardent's delegation ends in 7 days (23 Feb 2021)!

-  New Patient
-  New Drug Request
-  Report Adverse Event

-  My Tasks
-  My Patients
-  Adverse Events History

 My Addresses

 Contact Us

Celia Trigureos

Physician/Germany

× CLOSE

Contact Details

Contact details used for anything related to your patients

EDIT

Email celia.trigureos@stclairs.edu.org

Phone Number +49176123123124

Site Addresses & Recipients

These are the sites where you manage patients

[Charité – Universitätsmedizin Berlin](#)



[German Heart Institute Berlin](#)



[+ ADD SITE](#)

Delegate of

I can see and work with these treating physicians' patients ([learn more](#))

CHARITE - UNIVERSITATSMEDIZIN BERLIN

Maria Santaoalla

Santa.Ma@uksh.de

(0049) 16 541-754-30

23 Dec 2020 - 23 Feb 2021

My delegates

These people can see and work with my patients ([learn more](#))

CHARITE - UNIVERSITATSMEDIZIN BERLIN

Hannah Ahrend

hannah.ahrend@uksh.de

(0049) 16 541-754-30

23 Dec 2020 - 23 Feb 2021 [EDIT](#)



GERMAN HEART INSTITUTE BERLIN

Raymond Silverhand

Ray.sh@uksh.de

(0049) 16 541-754-30

23 Dec 2020 - no end date [EDIT](#)



[+ ADD A DELEGATE](#)

Manage My Sites

Select a New Site



Add a new site



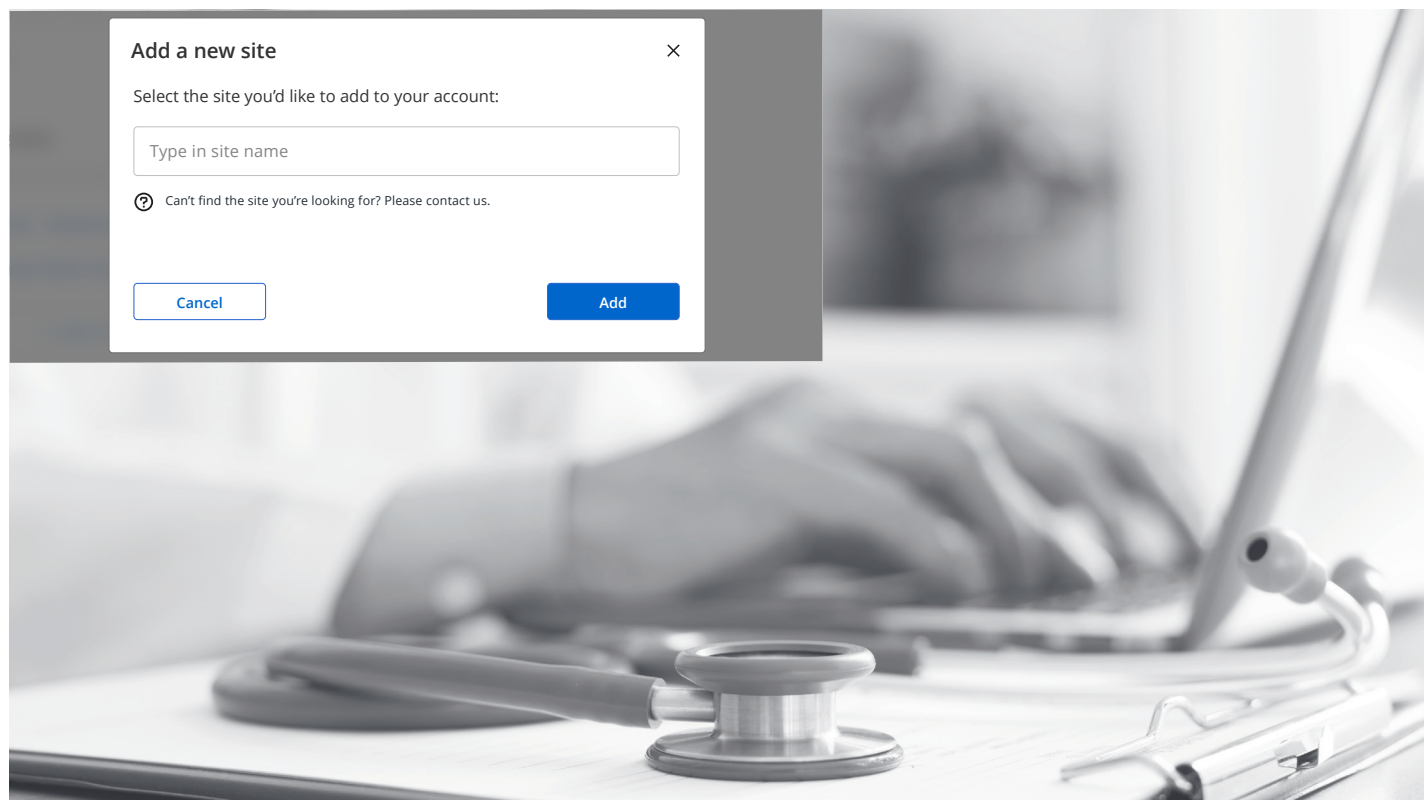
Select the site you'd like to add to your account:

Type in site name

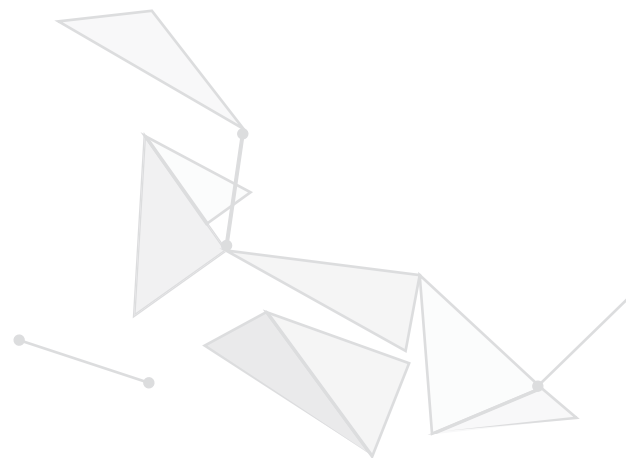
🔍 Can't find the site you're looking for? Please contact us.

Cancel

Add



You can select from a list of existing sites registered with PAIRS. If you are unable to find your site please contact your local Roche team who will be able to set up a new site in the system.



Change Site Address Details



- New Patient
- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

[← MY ADDRESSES](#)

Charité – Universitätsmedizin Berlin



Information needs updates?

If the information about this site is incomplete or missing, please contact us.

MAIN ADDRESS

ul. Dębinki 7
Building CMI
80-952 Gdańsk
Poland

Shipping Addresses & Recipients

SHIPPING ADDRESS

Oncology Dep. Pharmacy
ul. Dębinki 7
Building CMI
80-952 Gdańsk
Poland

RECIPIENTS

Hannah Ahrend
hannah.ahrend@uksh.de
(0049) 16 541-754-30

Hannah Ahrend
hannah.ahrend@uksh.de
(0049) 16 541-754-30

Hannah Ahrend
hannah.ahrend@uksh.de
(0049) 16 541-754-30

Currently you are not able to change site address details in PAIRS. Please contact Roche via the contacts listed in the "Contact Us" page to request any changes.

Manage Delegation



- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

Celia Trigureos

Physician/Germany

× CLOSE

Contact Details

Contact details used for anything related to your patients

EDIT

Email celia.trigureos@stclairs.edu.org
Phone Number +49176123123124

Site Addresses & Recipients

These are the sites where you manage patients

- Charité – Universitätsmedizin Berlin
- German Heart Institute Berlin

+ ADD SITE

Delegate of

I can see and work with these treating physician:

CHARITE - UNIVERSITATSMEDIZIN BERLIN
Maria Santaoalla
Santa.Ma@uksh.de
(0049) 16 541-754-30
23 Dec 2020 - 23 Feb 2021

My delegates

These people can see and work with my patients

CHARITE - UNIVERSITATSMEDIZIN BERLIN
Hannah Ahrend
hannah.ahrend@uksh.de
(0049) 16 541-754-30
23 Dec 2020 - 23 Feb 2021 [EDIT](#)

GERMAN HEART INSTITUTE BERLIN
Raymond Silverhand
Ray.sh@uksh.de
(0049) 16 541-754-30
23 Dec 2020 - no end date [EDIT](#)

+ ADD A DELEGATE

As a PHYSICIAN you can select other colleagues (other physicians, nurses or pharmacists) from the same site to help you with the management of your patients in PAIRS.

Your delegates will have access to the patients and can perform some tasks on your behalf. Final accountability, however, stays with you. Although you have delegated some of your tasks, as the treating physician, you still maintain full accountability for all requests and entries in PAIRS. To select the delegates click on **+ Add delegate**.

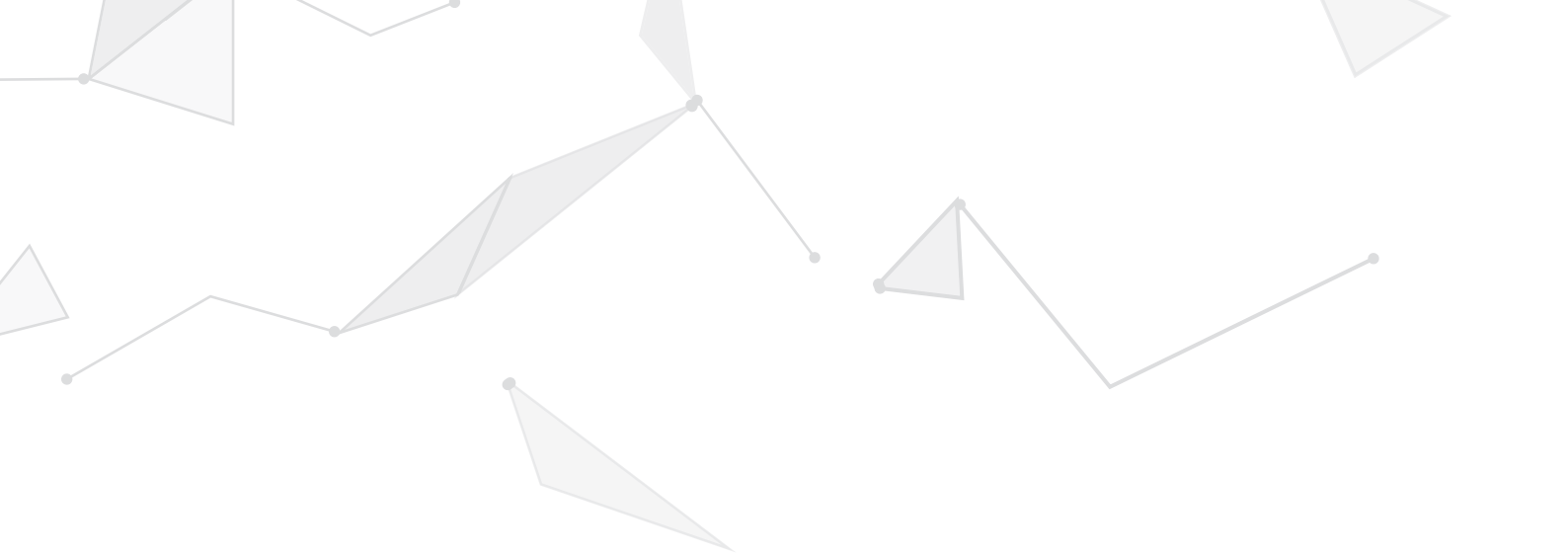
You can select from a list of existing sites registered with your profile in PAIRS. If you are unable to find your site please contact Roche via the contacts listed in the “Contact Us” page to request any changes.

Add a new delegate

For which site would you like to add the delegate?

- Charité – Universitätsmedizin Berlin Apotheke
- German Heart Institute Berlin Lung Diseases Pharmacy

[Cancel](#) [Select](#)



Add a new delegate

Select an HCP at **Charité – Universitätsmedizin Berlin** you want to add as a delegate:

Physicians

[Select as delegate](#)
Santaoalla Maria
 Santa.Ma@uksh.de
 (0049) 16 541-754-30

[Select as delegate](#)
Anatolij Khursiakov
 a.khursiakov@uksh.de
 (0049) 16 541-754-30

Nurses

[Select as delegate](#)
Santaoalla Maria
 Santa.Ma@uksh.de
 (0049) 16 541-754-30

[Select as delegate](#)
Anatolij Khursiakov
 a.khursiakov@uksh.de
 (0049) 16 541-754-30

[I can't find the person I'm looking for](#)

Add a new delegate request ×

Please provide contact information for the new delegate to be added to PAIRS:

Profession

Physician
 Nurse
 Pharmacist

First Name

Last Name

Individual Email Address *

ⓘ Please provide email address with which only this person would log in to PAIRS. No collective emails are allowed.

Start date *

Set end date

After selection of the site you will be able to select your delegate from a list of people already registered with the selected site in PAIRS. If you can not find the person you are looking for click on 'I can't find the person I'm looking for' to send a request to register this person to Roche.

New Patient Request

Raising New Patient Requests



PAIRS SM

New Patient × CLOSE

New Patient Request (DRAFT-1279)

Step 5 of 12

Medicinal product

Roche medicinal product *

Has the patient been participating in a Roche clinical trial for DRUG1? *

Yes No

Patient ID originating clinical trial *

Protocol number *

XE00000
N/A
DE12345
DE12345

To raise a new patient request with Roche click on 'New Patient' in the left-hand panel OR select 'Add patient' from the My Patients screen.





PAIRS SM Roche

New Patient Request (DRAFT-1279) × CLOSE

Patient history Step 10 of 12

Date of initial diagnosis of disease *

Select date

First line regimen products *

Select products

Latest blood results (optional)

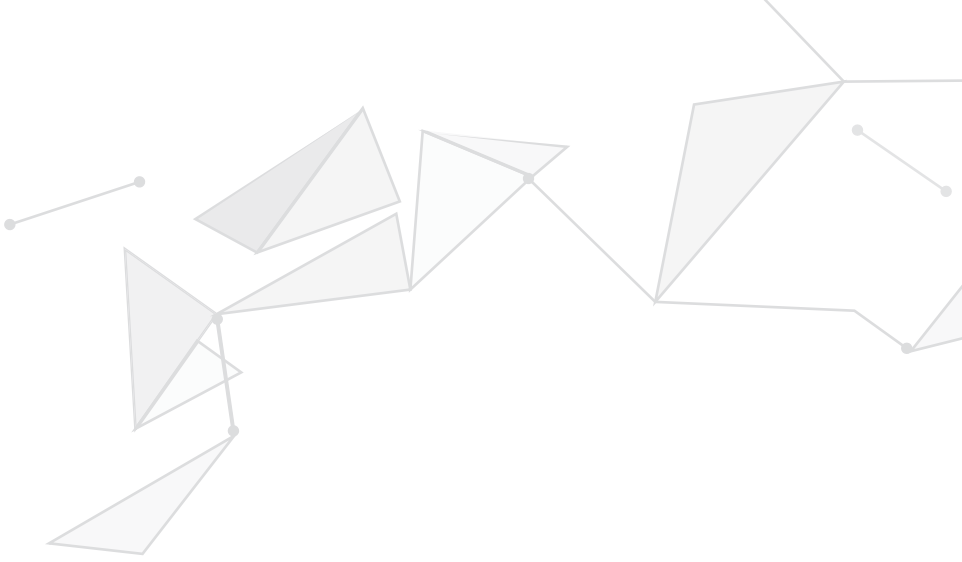
Type here...

e.g. minimum hemoglobin, platelets, white cell count incl. ANC)

A multi-step form will open. Follow the instructions on the screen to submit the form. Depending on the program, you may be required to provide specific treatment history information to allow Roche to evaluate your request. After submission the request will be automatically sent to the Roche medical team for review.

Note: Use **Save as Draft** if you need to interrupt the patient request submission. The draft submission is stored in PAIRS with the **DRAFT PAIRS ID** displayed at the top of the request. When you want to continue you will find the draft in the My Patients section and in the My Tasks page in the section 'finish draft in progress'.

My Patient View



PAIRS SM Roche

New Patient
New Drug Request
Report Adverse Event

My Tasks
My Patients
Adverse Events History
My Addresses

Contact Us

My patients

ADD PATIENT

Active

Patient IDs	Year of Birth	Gender	Program ID	Product	Status
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	Approved
DE-1241	1963	Female	MO17162	DRUG3 1200mg	Draft
DE-1241	1963	Female	MO17162	DRUG4 400mg	Under Review
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	Approved
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	Approved
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	Approved
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	Approved

< 1 2 3 4 >

Past & Rejected SHOW
Show rejected, discontinued and recalled patients

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When clicking on **My Patients**, a list of all patients across all programs you manage will be shown. In the upper part you will find all patient requests that are in draft mode, under review or approved.

The column Patient IDs will display the PAIRS reference number of the patient. In brackets the reference number in your hospital is shown - if you entered it before.

The column Program ID shows the program in which the patient has been enrolled. The Product shows the medicinal product(s) that will be provided by Roche for this patient. The Status flag indicates whether the request is still in Draft mode (not yet submitted to Roche), Under Review (submitted, still in the Roche review process), and approved. Toggle the 'Show' slider button to find past and rejected requests.

Managing Patients

The Patient Details Card



PAIRS SM

[← BACK TO MY PATIENTS](#) Download **Actions** ▾

DE_00779
1967/Female

Disease	MULTIPLE SCLEROSIS	Program ID	ID AG40256
Medicinal products	DRUG1 300mg/10mL	Patient ID orig-clinical trial	1298374
Body weight	54 kg	Protocol number	WA25046 Oratorio

Drug Shipments & Addresses

Shipments In Progress

Drug Request ID: DR-3456 1 × DRUG1 300mg/10mL [CONFIRM ARRIVAL AT SITE](#)

Ordered 22 Feb 2020 Shipped 23 Feb 2020 Arrival

Drug Request ID: DR-3456 1 × DRUG1 300mg/10mL [CONFIRM ARRIVAL AT SITE](#)

Ordered 22 Feb 2020 Shipped 23 Feb 2020 Arrival

Completed Shipments

SHOW

Show past shipments for this patient.

SHIPPING ADDRESS

Oncology Dep. Pharmacy
ul. Dębinki 7
Building CMI
80-952 Gdańsk
Poland
[CHANGE](#)

Patient Details

[Patient Request Details](#)

[Documents Uploaded](#)

Reported Adverse Events

Report ID	Patient IDs	Program ID	Adverse Event	Report Date
-----------	-------------	------------	---------------	-------------

On the My Patients page, to manage your patient you can click on the patient number and open the patient details screen. This page shows comprehensive information about the patient. You will see an overview of all incoming and past shipments. The shipment address registered for the patient, the details of the patient request you submitted to Roche and the reported adverse events. In addition, you can download a copy of the Physician agreement and Safety data exchange procedure/agreement. From the **Actions menu** in the top right corner, you will be able to - Create a drug request, Report Adverse Events for the patient and Discontinue the patient (end the treatment). You can also confirm Drug receipt on this page.

Ordering Drug Supply



- New Patient
- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

New Drug Request

× CLOSE

Your request summary

Step 5 of 5

DE_00089 (UI 21424121)
1945 / female

External reference no. XDA12313243242321

Disease MULTIPLE SCLEROSIS

Latest drug request date -

Medicinal product 1 × DRUG4 400 mg

SHIPPING ADDRESS

Oncology Dep. Pharmacy
ul. Dębinki 7
Building CMI
80-952 Gdańsk
Poland

RECIPIENT

Hannah Ahrend
hannah.ahrend@uksh.de
(0049) 16 541-754-30

To request medication for a patient, click on the **Actions** button and select 'Create Drug request'. A multistep form will open. Follow the instructions on the screens to complete the request. You can change the shipping address to another one that is registered in your **My Addresses** section. To register a new shipping address or shipping recipient - please contact us (Contact addresses are listed in the **Contact Us** section).

Depending on the program, it may be required to provide information on the body weight and/or body surface in order for Roche to send the correct amount of medication. In the summary screen you will be able to review the request summary, the shipping address, the last drug request date and the amount of medication that will be sent.

Please note:

- You can only request medication for patients that are in status 'Approved' or 'Under review'. Medications can only be sent out when all pertinent documents are received (e.g. all applicable contracts).
- As soon as the medication request is approved you will be able to see the request in the Patient Details Card.
- You should only request resupply for a patient when all pending tasks for that patient are completed (confirm shipment arrival and/or confirm first treatment date).



Confirm Drug Shipment Arrival



- New Patient
- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

Confirm Shipment Arrival

× CLOSE

Request DR-1232 from 12 Feb 2020

DE_00779 1945 / female	
DRUG4 400 mg	
Amount requested	1x
Amount shipped	1x
Received at site *	Kits discarded *
<input type="text" value="Choose date"/>	<input type="text" value="0"/>
DRUG2 200 mg	
Amount allocated	1x
Amount shipped	1x
Received at site *	Kits discarded *
<input type="text" value="Choose date"/>	<input type="text" value="0"/>

Please confirm the shipment arrival date at site. If needed, please enter the number of kits that were damaged during the shipment or are in some way unsuitable for use. In this case, fill out Roche form PD103.

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Cancel

Confirm

Please note that as an HCP, you will need to reassign this task to a pharmacist. After the drug requests have been approved and medication will be shipped to the provided shipping address, you need to confirm that the medication has been received:

- Confirm the “received at site” date.
- In case the shipment contains damaged kits, please enter the number under “Kits discarded”.

Note: For the first shipment after the shipment arrival is confirmed, you will also be asked to confirm the treatment start date.

Confirm First Treatment Date to Patient



- New Patient
- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

Confirm Initial Drug Application Date

× CLOSE

Request DR-1232 from 12 Feb 2020

DE_00779 1945 / female	
DRUG4 400 mg	
Amount requested	1x
Amount shipped	1x
Received at site *	Kits discarded *
<input type="text" value="23 Feb 2020"/>	<input type="text" value="0"/>
First Applied to Patient *	
<input type="text" value="Choose date"/>	
Treatment Interruption (optional)	
<input type="text" value="0"/> Day(s)	
If the treatment was paused for any reason, please enter the number of days for which the drug was not administered to the patient.	
DRUG2 200 mg	
Amount requested	1x
Amount shipped	1x
Received at site *	Kits discarded *
<input type="text" value="23 Feb 2020"/>	<input type="text" value="0"/>
First Applied to Patient *	
<input type="text" value="Choose date"/>	
Treatment Interruption (optional)	
<input type="text" value="0"/> Day(s)	
If the treatment was paused for any reason, please enter the number of days for which the drug was not administered to the patient.	

Confirming delivery and treatment start dates allows Roche to fulfil its regulatory obligations, and supports Roche's medicine access initiatives for patients. **You will not be able to order further resupply until the previous shipment received and patient's first treatment dates are confirmed.**

Reporting of Adverse Events

New Patient

New Drug Request

Report Adverse Event

My Tasks

My Patients

Adverse Events History

My Addresses

Contact Us

New Adverse Event Report × CLOSE

For which Roche product do you wish to report a potential adverse event? Step 2 of 6

DE_00779
1945 / female

Select Roche medicinal product *

DRUG4 400 mg

Batch/Lot nr (optional)

Batch/Lot nr

DRUG3 1200 mg/20mL

Additional product information (optional)

Additional product information

If possible provide additional information such as **dose, route frequency admin, etc.**

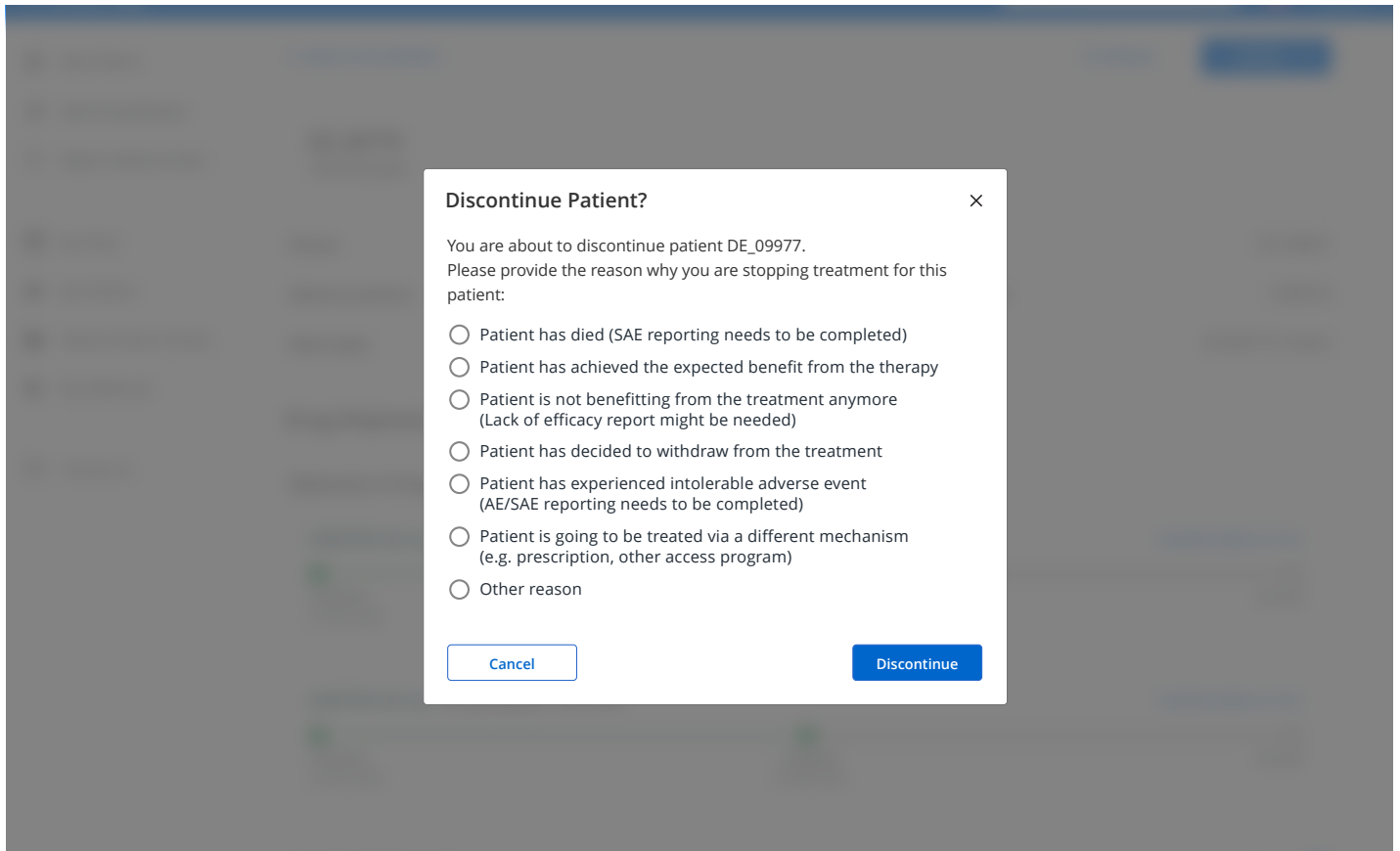
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[Previous Step](#) [Save as Draft](#) [Next Step](#)

To report an adverse event for a patient, click on the **Actions** button and select 'Report Adverse Event'. A multistep form will open. Follow the instructions on screen to complete the request. The Adverse Event report number will be displayed at the bottom of the patient details screen. The full details of the adverse event submission is available from the left-hand panel in the section 'Adverse Events History'. Please indicate what AE you are reporting.

Note: If you need to interrupt the Adverse Event report submission select 'Save as DRAFT'. In the My Tasks page in the section 'finish draft in progress' you will find the Draft version and you are able to complete it at a later point in time.

Discontinue a Patient to End the Treatment



If treatment of a patient is to be ended, click on the Actions button and select 'Discontinue patient'. You will be prompted to provide the reason for the discontinuation.

At the end of the program (e.g. reimbursement), please discontinue all patients who are still active at the time of program closure.

Please note: If the patient is discontinued, ordering of new medication is not possible anymore. Please contact Roche if a patient is discontinued accidentally, or for special circumstances.

My Tasks View



- New Patient
- New Drug Request
- Report Adverse Event
- My Tasks
- My Patients
- Adverse Events History
- My Addresses
- Contact Us

My Tasks (24)

[REFRESH](#)

Confirm Drug Arrival (16)

Patient IDs	Year of Birth	Gender	Program ID	Product	Requested
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	22 Feb 2020
DE-1241	1963	Female	MO17162	DRUG3 1200 mg, DRUG2 200mg, DRUG5 450mg	22 Feb 2020
DE-1241	1963	Female	MO17162	DRUG4 400mg	22 Feb 2020
DE-1241 (UI 211321321)	1963	Female	MO17162	DRUG2 200mg	22 Feb 2020

< 1 2 3 4 >

Confirm Initial Drug Application Date (4)

Patient IDs	Year of Birth	Gender	Task
DE-1241 (UI 211321321)	1963	Female	Confirm first time drug application
DE-1241	1963	Female	Confirm first time drug application
DE-1241	1963	Female	Confirm first time drug application

Finish Drafts in Progress (4)

Patient IDs	Year of Birth	Gender	Task
DE-1241 (UI 211321321)	1963	Female	Finalize adverse event report
DE-1241	1963	Female	Finalize adverse event report
DE-1241 (UI 211321321)	1963	Female	Finalize patient request

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My Tasks shows a summary of all your open tasks.

For any questions please do not hesitate to reach out to your Roche contact person.

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