

TAKING SAIZEN[®]: FREQUENTLY ASKED QUESTIONS¹⁻⁵



MERCK



What does it mean to prime the pen?

Priming the pen is an important step to get it ready for the injection after inserting the needle.²

Here's how you do it:

1. Turn the dose knob to “0.2” mg.
2. After removing the needle cover and shield, hold the pen with the needle pointing up and tap the cartridge gently to remove air bubbles.
3. Press the injection button until a tiny drop comes out – this prepares the pen.



By following these steps, you ensure that the medicine is ready to be injected smoothly, without any air bubbles. It's like giving the pen a little warm-up before using it for your shot.²

Note:

- If you do not see a drop of the solution comes out of the needle tip, repeat the priming steps up to 5 times.
- If the problem continues after trying 5 times, remove the cartridge, and call your healthcare professional.





How can I make sure that my son received the full prescribed dose?

Before removing the Aluetta pen injector from the skin, it's important to check the dose window. Make sure the number '0.0' is displayed in the dose window. This confirms that your son has received the complete prescribed dose.²





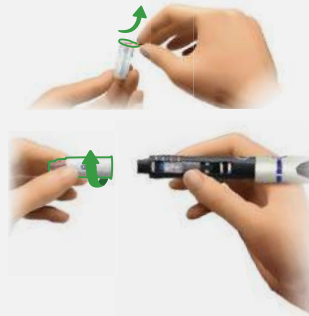
What types of needles can I use?

The aluetta pen injector uses single use, disposable needles. Only the following needles can be used:²

- B. Braun Pencylcap 29G × 12 mm and 31G × 8 mm needles(Pencylcap)
- Becton Dickinson (BD) Micro/Ultra Fine 31G x 5 mm needles Micro/Ultra Fine
- Becton Dickinson (BD) AutoShield DUO 30G × 5 mm safety needles (AutoShield DUO).



To put a new needle on, peel off the cover paper, hold the needle straight, and twist it onto the cartridge holder until it won't twist anymore. Then just take off the cover, and you're ready to go.



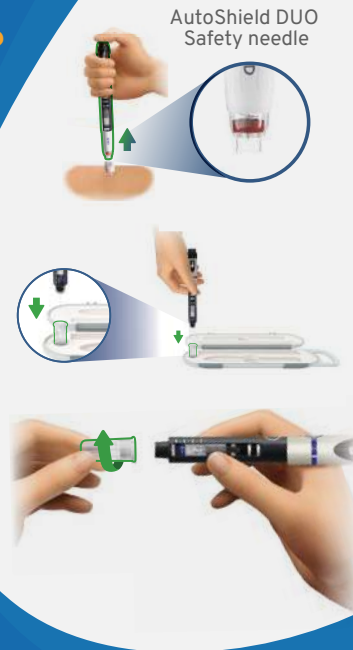


What about removing the needles from the Aluetta pen?

Removing the needles involves a few differences based on the type you're using:

- If you're using the **AutoShield DUO Safety needle**: After the injection, a special cover locks automatically, and you'll notice a red locking indicator.²
- If you're using **the Pencilcap or Micro/Ultra-Fine needles**: To safely put the cover back on, just press the Aluetta pen injector into the outer needle cover spot in the storage box. This is a safety feature designed to protect you.²

And for all three types of needles, when you're ready to take the needle off, simply hold it at the sides and twist it to remove it from the Aluetta pen injector. That's all there is to it.²





What if the current cartridge doesn't contain the full prescribed dose of Saizen?

If you find that the dose selection knob can't be turned to your prescribed dose, it means the cartridge doesn't have enough medicine.² No worries, you can use multiple cartridges to complete your prescribed dose.²

here's what you will do:

1. Begin by injecting the dose you can get from the current cartridge. Keep note of this amount.
2. To figure out the remaining dose, subtract the amount you injected from your prescribed dose.
3. Get a new cartridge, follow the instructions to insert it, and remember to write down the start date.
4. Use the dose knob to set the remaining dose you calculated.
5. Inject the remaining dose following the usual procedure.

For example, if your prescribed dose is 1.5 mg and the first cartridge only had 0.7 mg, then your remaining dose to inject would be 0.8 mg. This way, you'll make sure you're getting your full prescribed dose.

Sample calculation of the remaining dose:

Prescribed dose	1.5mg
Minus the amount already injected in first injection	(0.7mg)
Remaining dose to inject	0.8mg





How should I clean and store the Aluetta pen?

Cleaning and storing the Aluetta pen is easy. You can wipe the outside of the pen injector with a clean damp cloth whenever needed. If you want to do a deeper clean, you can soak the empty cartridge holder in warm water for a few minutes and then let it fully dry before putting the pen back together.²

When you're done using the pen, place it, along with the cartridge, in the storage box. Remember, you can keep the Saizen cartridge and pen in the fridge for up to 28 days, and if you need to take it out, it's safe for up to 7 days in a cool place with temperature less than 23°C. Just make sure not to freeze it.²





When should I get a new Aluetta pen?

You should replace your Aluetta pen injector after 3 years from the first time you use it, or by the Use by date on the storage box label, whichever comes first. If you need a new Aluetta pen injector, you can ask your healthcare professional.²





What are the different options for the Aluetta pen injector and cartridge?

The Aluetta pen injector and cartridge come in three different options: **6 mg, 12 mg, and 20 mg.**²

When checking the cartridge before use, make sure it's not **damaged** or **cracked.**²

Also, confirm the medicine inside meets these criteria: it should be **clear, colorless, and free from particles.**²

Lastly, double-check that the **expiration date** on the **cartridge** has **not passed.**²





When should I put in a new cartridge for the Aluetta pen?

You'll need to insert a new cartridge in these situations:²

- When you use the aluetta pen injector for the first time.
- When the cartridge becomes empty.
- When the cartridge has passed its expiration date.





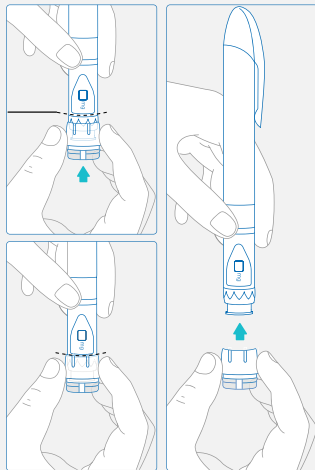
How is the smartdot™ attached to the Aluetta pen injector?

Attaching the smartdot™ transmitter to your Aluetta pen injector is simple.

You just need to place the smartdot™ transmitter onto the dose knob of the pen injector.³

Then, gently push down the dial wheel until the dose knob is completely covered by the smartdot™ transmitter.³

Make sure you can't push it any further. That's all there is to it. Your Aluetta pen injector is now equipped with the smartdot™ transmitter.³

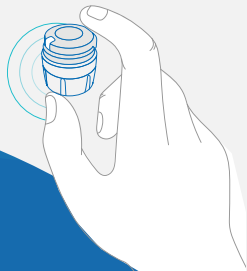




How can I connect SmartDot™ to smartphone?

To use the smartdot™ transmitter, you'll need to connect it to your smartphone using Bluetooth.³

Once connected, you can view the data through the accompanying App.³





How should I take care of my smartdot transmitter?



Of course. To wipe the outside, keep it connected to the pen.³

To clean the inside, remove it first and make sure to deactivate it before.³

Remember not to use cleaning solutions, chemicals, or alcohol wipes. And don't get it wet.³

A damp cloth is perfect for wiping.³





What do the smartdot light signals mean?

Absolutely, here's'a breakdown:³



- **Blinking blue:** Charging.



- **Purple:** Activation or deactivation.



- **Green:** Ready to use.

Troubleshooting:³



- **Red:** Defective.



- **Blinking red:** Reset in progress.



- **Orange:** Low battery.



- **No light:** The battery might be empty.

You can always refer back to the smartdot instruction guide for more details or troubleshooting.³





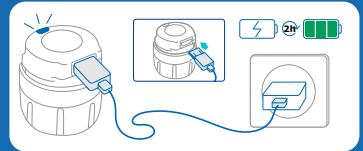
How do I charge my smartdot transmitter?

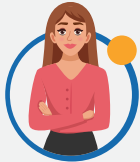
Charging is very simple.

Just connect the transmitter to the USB cable and then plug it into a USB wall charger.³

It will blink blue while charging, and when fully charged, the blinking will stop.³

Remember, you might need to recharge it around every 2 weeks.³

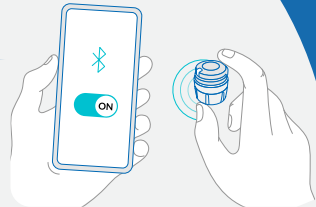




How can I pair my smartdot transmitter with the App?

Here's what you need to do:³

1. Turn on Bluetooth on your phone.
2. Put the smartdot transmitter close to your phone.
3. Open the App and follow the steps to pair them.



When the transmitter's light is green and the App says it's connected, you're good to go.³



Where should I store my pen injector and smartdot transmitter?

Easy! Put both the pen injector and the smartdot transmitter in the pen storage case.³

Store it following the Saizen patient information leaflet.^{1,3}





Can you tell me about the differences between Easypod model 2 and Easypod model 3?

Definitely. Easypod model 3, the latest version, offers several notable improvements over version 2. While both versions perform the same main functions, Easypod 3 introduces some advancements:⁴

1. A slimmer, upright design that conveniently fits into the refrigerator.
2. The injection button has been repositioned to the front for stable and easy injections.
3. The introduction of a rechargeable battery for a more environmentally friendly approach.
4. It now features automatic needle detachment, making the injection process smoother.
5. The device enables real-time data transmission independently, eliminating the need for any additional devices or actions.

Overall, easypod version 3 enhances both user experience and functionality, building upon the foundation of version 2's core functions. The incorporation of a combined auto-injector and transmitter simplifies training and usage steps.⁴

Easypod 2



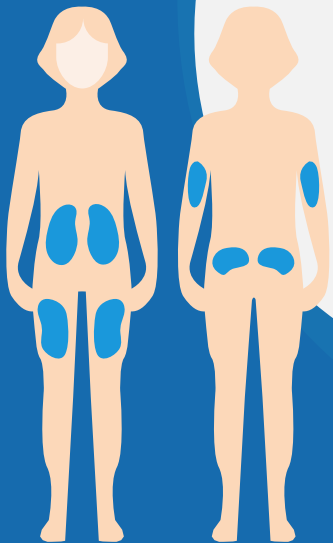
Easypod 3

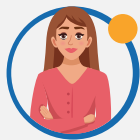


Where should injections be given?

Growth hormone injections are given under the skin in the legs, arms, abdomen or buttocks. It is important to use different injection sites every day.⁴

You can find more information about the devices, their features, settings configuration, maintenance and trouble shooting in the instructions guide provided with the devices.⁴





What if I cannot turn my easypod 2 on?

First, you need to ensure that when you turn on easypod, you hold down the selection button on the right (**power on**) until the Welcome screen appears.⁵

You will need to leave the device at **room temperature** for **5 minutes** as a very cold fridge can affect the performance of the batteries.⁵

Then try switching on the device again.⁵

To switch on your device you need to hold the right selection button (**power on**) usually about **5 to 7 seconds**.

Check that you are using the correct type of batteries and that they are correctly inserted. If needed, insert a new set of 4xAAA Lithium batteries and try again.⁵





What if easypod 2 turns off unexpectedly or if it freezes on a screen?



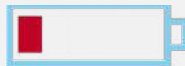
Go to the main menu and select “**Battery Status**” to check the batteries. If the problem persists, insert new lithium batteries.⁵



Three green bars indicate a full battery.



Two orange bars indicate a partly used battery.



One red bar indicates the battery is nearly empty.

The battery life is approximately one year.





What if I cannot detach a needle from my easypod 2?



WARNING!



Check
Needle is
detached

Check that the needle cap you are using to remove the needle does not already contain a needle (or anything else).⁵



Try detaching the needle again using the needle cap, ensuring that you push the empty needle cap into the needle cavity until it clicks into place.⁵



Make sure you are holding the needle release button until you hear the beep to indicate the needle has been released.⁵



When the device screen displays **Remove cap**, remove it by pushing it sideways until it detaches and can be withdrawn.⁵

If you still cannot detach the needle, contact your healthcare professional for help.⁵





What if the needle is not properly in place, will easypod 2 still try to inject?



No, easypod 2 will only begin an injection sequence once a needle is properly attached. If it is not properly attached, a warning message will be displayed.⁵





What if I lose the empty needle cap?

The empty cap is necessary to detach the needle. If you cannot find it, you might be able to detach the needle using a small pliers. Carefully remove the needle from your easypod and discard it safely. Or, call your healthcare professional for help.^{4,5}





What if I cannot open the easypod 2 cartridge door?

Normally, the cartridge door can only be opened when easypod 2 is turned on and the cartridge is empty.⁵

Do not use any tools to force the cartridge door open.⁵

If you need to remove a cartridge before it is empty, use the **“Remove cartridge”** menu setting. See the instructions under instruction for use **“Removing a cartridge before it is empty”** section.⁵



Menu

Dose History

Battery status

Comfort settings

Remove cartridge

Device settings

Open ↓ Exit





What if I accidentally press the injection button before I am ready?



The injection button will not work unless the skin sensor is in contact with your skin, so pressing it accidentally while preparing will have no effect.^{4,5}





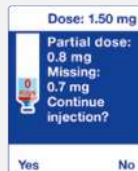
What if I remove easypod from my skin during an injection?



If you remove easypod from your skin during an injection (while the injection button light is flashing green), the injection will be interrupted and the needle will automatically retract. Your easypod will stop administering medication.^{4,5}

Easypod will display a warning message indicating a partial injection has taken place, and the injection button light will turn red.^{4,5}

- Select **“Yes”** if you wish to continue with the remaining dose, change the needle and complete the injection.
- Select **“No”** if you do not wish to continue with the second part of the injection (but only a partial dose would have been injected).



After 5 minutes easypod will reset and the option for a partial injection will be removed.^{4,5}





What if I noticed a drop of Saizen® on my skin after injection?



If you see a drop of Saizen® on your skin when you remove your easypod, you may need to: ^{4,5}

- Reduce the injection speed, and/or;
- Increase the injection depth, and/or;
- Increase the injection time to at least 15 seconds (available range is 3 to 30 seconds).

You may need to discuss with your healthcare professional, how to best adjust these settings. ^{4,5}





How do I clean easypod?

Regular cleaning of easypod is not necessary. If you want to clean it, you can use a mild soap solution and damp cloth. No other cleaning agents should be used.^{4,5}





How do I store easypod?

When not in use, always store your easypod in its closed storage box, arrow pointing up, especially when containing a cartridge of Saizen®. This helps to avoid drops of Saizen® cartridges entering the device and causing malfunction.^{4,5}

When containing a Saizen® cartridge, easypod should always be placed in its storage case and stored according to the Saizen® patient information leaflet. Always detach the needle before storing your easypod.^{1,4,5}





What if I damaged my easypod?

easypod is robust and will not easily break. It has been tested to withstand typically knocks and drops. However, care should still be taken not to drop the device or immerse it in water. easypod does not need shaking.^{4,5}





Can I travel with my easypod?



Easypod and Saizen® cartridges can be stored in a cool box when travelling.

Your easypod comes with a protective case, which you need to store it in when travelling.

Never store easypod in its case with a needle attached.^{4,5}





What if I need to travel with my device?

Your Saizen® medication needs to be kept between 2-8°C/36-46°F.¹

You should if possible leave your cartridge of medication in the fridge or use the travel bag to keep your cartridge within the device at a correct temperature (autonomy 6 hours).¹

The device is safe to pass through X-ray in airport security gate. It is recommended to remove the cartridge from the device before.^{4,5}





How do I reset the he easypod 2 device in English?



If your easypod 2 is set to a language you don't understand:⁵

- Turn off your easypod.
- Next, press and hold down the middle and the right button for 10 seconds.
- The message **“Reset to English?”** is displayed.
- Press **“Yes”** to reset to English.



References:

1. Saizen PIL [Patient Information Leaflet]
2. Aluetta pen IFU [Instructions For Use]
3. SmartDot IFU [Instructions For Use]
4. EasyPod V3 IFU [Instructions For Use]
5. EasyPod V2 IFU [Instructions For Use]

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