

^NSUBLOCADE[®] Distribution Questions for Pharmacists

Q1: Who can set up the account?

A: A billing account must first be set up with the pharmacy. Only then can a pharmacist with a narcotics licence be registered on the online ordering portal. After this is complete, this pharmacist will be the primary pharmacist and becomes the administrator. The administrator can then add other pharmacists and techs to the account.

Q2: Can I order manually?

A: Indivior no longer accepts manual orders from Direct Pharmacy Accounts. All orders for SUBLOCADE[®] must go through the online ordering portal.

Q3: Who do I contact if I have an online issue?

A: The portal has an FAQ section AND the portal provider has robust technical support available by email and by phone for any portal support you may need: indiviorservice@cpdn.ca or **1-800-680-3839 option 2**.

Q4: Who do I contact if I have a delivery problem?

A: The pharmacy should contact the Customer Service Associate at Lynden: indivior@lynden.com or **1-800-265-6756 ext. 2908**.

Q5: Can I order from a wholesaler?

A: SUBLOCADE[®] will only be available directly from Indivior to pharmacies that have set up accounts.

Q6: How long does account setup and product delivery take

A1: The billing account will be opened within one to two business days of receiving the Direct Account Opening Form.

A2: The online portal account setup can take from a few days to a few weeks, depending on how quickly the pharmacist sends back the mandatory documentation. We recommend doing it immediately to expedite the process.

A3: Once the online ordering account is set up, product ordered through the portal will ship no later than the next business day, *depending on transit times*. Please note that we do not ship narcotics on statutory holidays.

Q7: How will I know my account is set up?

A: When the billing account is set up, the pharmacist will receive two emails — one containing the username and the other containing the password to begin the online registration. Once the pharmacist's licence has been validated (**meaning they completed the digital e-ordering form on the portal [**substances-registration**\) they will receive another email with their private key. This means their account setup has been completed, and they may begin ordering.](https://cpdn.ca/secure/controlled-</p></div><div data-bbox=)**

Q8: What is the minimum order?

A: During the launch phase, the MOQ (minimum order quantity) will be two (2) units of SUBLOCADE[®], either strength. This can be changed at any time.

Q9: What is the policy on returns?

A: Please see the Terms and Conditions, which details the Returns Policy.

Q10: Will I be compensated for delivery?

A: Delivery arrangements to physicians' offices are outside of the manufacturer's purview.

Q11: What are the storage requirements for SUBLOCADE[®]?

A1: As per the SUBLOCADE[®] Product Monograph:¹

- Store at 2-8°C (35.6-46.4°F).
- Once outside the refrigerator this product may be stored in its original packaging at room temperature, 15-30°C (59-86°F), for up to 7 days prior to administration.
- Discard SUBLOCADE[®] if left at room temperature for longer than 7 days.
- Handle SUBLOCADE[®] with adequate security and accountability.

A2: As per the Terms and Conditions:

- **SUBLOCADE[®] must never be handled by, or be in the possession of, the patient prior to administration by a qualified healthcare provider (HCP).**

A3: Storage and handling of Controlled Substances is dictated by the Office of Controlled Substances' (OCS) Narcotic Control Regulations, along with each province's College of Pharmacists. As per Indivior's Terms and Conditions, these regulations must be followed.

Q12: Does it need to be a pharmacist who delivers SUBLOCADE[®], or can it be any delivery company?

A: Storage and handling of Controlled Substances is dictated by the OCS' Narcotic Control Regulations, as well as each province's College of Pharmacists. As per Indivior's Terms and Conditions, these regulations must be followed.

REFERENCE : 1. SUBLOCADE[®] Product Monograph, Indivior UK Limited. January 20, 2020.



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