

## Patient supports and infusion clinics

Patient support programs are available to minimize the impact of switching on patients and health care professionals. For specific information, contact the program specific to your patient's drug.

### **Inflectra**

Pfizer's Patient Support Program for Inflectra is called PfizerFlex.

Hours: Monday to Friday, 6 am to 6 pm MST

Phone: 1-855-935-3539 or 1 855 935 FLEX

Fax: 1-833-958-3539 or 1 833 958 FLEX

Email: [inflectra@innomar-strategies.com](mailto:inflectra@innomar-strategies.com)

Website: <https://www.pfizerflex.ca/>

### **Alberta Inflectra Navigators:**

Sarah Horne, LPN: Nurse Patient Coordinator - Calgary

Email: [shorne@pfizerflex.com](mailto:shorne@pfizerflex.com)

Phone: 403-461-2879

Stephanie Stoness, RN, BN: Nurse Patient Coordinator - Calgary

Email: [sstoness@pfizerflex.com](mailto:sstoness@pfizerflex.com)

Phone: 587-340-6678

Sasha Farand, RN, BN: Nurse Patient Coordinator – Calgary and Red Deer

Email: [sfarand@pfizerflex.com](mailto:sfarand@pfizerflex.com)

Phone: 403-352-2088

Stephanie Selcuk, RN, BScN: Patient Coordinator – Edmonton, St. Albert, Fort McMurray, Grande Prairie

Email: sselcuk@pfizerflex.com

Phone: 587-337-9294

Audree-Anne Rousselle, RN: Patient Coordinator - Edmonton

Email: arousselle@pfizerflex.com

Phone: 587-338-3741

Alex Zimmer, RN: Patient Coordinator – Calgary and Lethbridge

Email: azimmer@pfizerflex.com

Phone: 403-702-047

Myrna Mahon, LPN: Patient Coordinator – Edmonton

Email: mmahon@pfizerflex.com

Phone: 587-337-2370

**Table 2: Inflectra infusion clinic locations**

City	Clinic	Address
Calgary	Innomar Calgary North	8555 Sculfield Dr. NW Suite 209
Calgary	Innomar Calgary South	1011 Glenmore Trail SW Suite 311
Calgary	Innomar Calgary NE	2675-36 Street NE Suite 306
Calgary	Inviva Access To Care	4411–16th Avenue NW Suite 160
Calgary	Inviva Access To Care	3815 Front Street SE Suite 233
Calgary	Shoppers Drug Mart Specialty Health	1645–32nd Ave NE

City	Clinic	Address
Calgary	Specialty Rx	8561-8A Avenue SW Suite 2314
Calgary	Specialty Rx	Holy Cross Centre 2204-2nd Street SW
Calgary	Specialty Rx	1620-29 Street NW Suite 110
Calgary	Coverdale Calgary SE	8500 Blackfoot Trail SE Suite 220
Canmore	Innomar Canmore	1001-6 Avenue Suite 105
Edmonton	Specialty Rx	11010-101 Street Suite 205B
Edmonton	Specialty Rx	3017-66 Street Suite 219A
Edmonton	Specialty Rx	11044-82 Ave Suite 420
Edmonton	Inviva Access To Care	6203-28 Avenue Suite 208
Edmonton	Inviva Access To Care	8625-112 Street Suite 312
Edmonton	Innomar Edmonton North	10839-124 Street
Edmonton	Innomar Edmonton Downtown	10665 Jasper Avenue Suite 1370
Edmonton	Innomar Edmonton South	8215-112 Street Suite 409
Edmonton	Innomar Edmonton West	8708-155th Street Suite 001
Edmonton	Coverdale Hys	11010-101 Street Suite 206B
Edmonton	Coverdale West	8944-182 Street Suite 222
Fort McMurray	Innomar Fort McMurray	9914 Morrison Street Suite 10
Grande Prairie	Innomar Grande Prairie	9804-100 Avenue Suite 303

City	Clinic	Address
Grande Prairie	Inviva Access To Care	11745–105th Street Suite 205
Lethbridge	Innomar Lethbridge Clinic	400-4 Avenue Suite 200
Lethbridge	Inviva Access To Care	740–4 Avenue S Suite 215
Medicine Hat	Innomar Medicine Hat	770–6 Street SW Suite 107
Red Deer	Innomar Red Deer	4320-50 Avenue Suite 204
Red Deer	Inviva Access To Care	2827-30 Avenue Suite 1213
St Albert	Innomar St Albert	24 Inglewood Dr. Suite 201

Innomar Clinic Hours:

Monday to Friday: 8 AM to 8 PM MST

Weekend and evening hours by Appointment

Inviva Access To Care Clinic Hours:

Monday to Friday: 8 AM to 8 PM MST

Saturday by Appointment

Coverdale Clinic Hours:

Monday to Friday: 8:30 AM to 5 PM MST

Weekend and evening hours by Appointment

## Renflexis and Brenzys

The MERCK HARMONY Patient Support Program provides support services, including assistance from a dedicated coordinator to confirm coverage options and assist with co-pay and deductibles (for patients taking Renflexis or Brenzys), and to coordinate with infusion centres (for patients taking Renflexis) and assist with self-injection training (for patients taking Brenzys).

To enroll a patient, contact the MERCK HARMONY program central number and you will be directed to your assigned MERCK HARMONY Coordinator:

Hours: Monday to Friday, 9 am to 9 pm MST, Saturday and Sunday 1 pm to 6 pm MST

Phone: 1-866-556-5663

Fax: 1-866-240-4076

Email: [info@merckharmony.ca](mailto:info@merckharmony.ca)

### **Alberta MERCK HARMONY Coordinators:**

Beth-Anne Holbrook, LPN

Email: [bethanne.holbrook@merckharmony.ca](mailto:bethanne.holbrook@merckharmony.ca)

Phone: 289-295-0711

Neveya Hoiness, BSc RN

Email: [neveya.hoiness@merckharmony.ca](mailto:neveya.hoiness@merckharmony.ca)

Phone 289-295-1075

For additional information on the MERCK HARMONY program, contact the Merck Patient Support Services Manager in Alberta:

Daina Kelm, BSc RN

Email: [dkelm@naviego.ca](mailto:dkelm@naviego.ca)

Phone: 780-222-0048

**Table 3: Renflexis infusion clinic locations**

City	Clinic	Address
Calgary	Bayshore – Calgary (North) ICN	1212 – 31 Avenue NE, Suite 105
Calgary	Bayshore – Calgary (South) ICN	1011 Glenmore Trail SW, Suite 404
Calgary	Innomar Calgary North	209-8555 Scurfield Drive NW
Calgary	Innomar Calgary South	311-1011 Glenmore Trail SW

City	Clinic	Address
Calgary	Innomar Calgary Sunridge	306-2675 - 36th Street NE
Calgary	McKesson INVIVA Bow River	4411 – 16th Avenue NW, Suite 160
Calgary	Inviva INVIVA South Trail	4307 130th Avenue SE, Suite 82
Calgary	Shoppers Drug Mart Calgary NE	1645 – 32nd Avenue NE
Canmore	Innomar Canmore	105-1001 6 Avenue
Edmonton	Bayshore – Edmonton ICN	10230 – 142 Street NW, Suite 205
Edmonton	Coverdale Clinics Edmonton Hys	11010 – 101 Street, Suite 205B
Edmonton	Cloverdale Clinics West Edmonton	8944 - 182 Street, Suite 222
Edmonton	Innomar Edmonton	409-8215 112 Street
Edmonton	Innomar Edmonton Downtown	1370-10665 Jasper Avenue
Edmonton	Innomar Edmonton West	8708-155 Street NW
Edmonton	Innomar Edmonton North PPC	10839 124 Street
Edmonton	McKesson INVIVA Edmonton Campus Tower	8625 112 Street

City	Clinic	Address
Edmonton	McKesson INVIVA Millwoods	6203 28 Avenue NW, Suite 208
Edmonton	Specialty Health Clinic	11010-101 Street, Suite 205B
Fort McMurray	Bayshore- Fort McMurray ICN	9816 Hardin Street, Suite 103
Fort McMurray	Innomar Fort McMurray	10-9914 Morrison Street
Grande Prairie	Bayshore – Grande Prairie ICN	10309 – 98th Street, Suite 101
Grande Prairie	McKesson Grande Prairie Oak Ridge Business Centre	11745 – 105th Street, Suite 205
Lethbridge	Innomar Lethbridge	400 4 <sup>th</sup> Avenue South, Suite 200
Lethbridge	McKesson INVIVA Lethbridge	740 – 4th Avenue S
Lloydminster	Coverdale Clinics – Lloydminster	3602 51 Avenue, Suite 102
Medicine Hat	Innomar Medicine Hat	107-770-6 Street SW
Red Deer	Bayshore – Red Deer Infusion Clinic	4309 52 Avenue, Suite 103
Red Deer	Innomar Red Deer	204-4320-50 Avenue
Red Deer	McKesson INVIVA Red Deer	2827 30 Avenue, Suite 1213
St. Alberta	Innomar St. Alberta	201-24 Inglewood Drive

## Non-exclusive infusion centres

### Access to Care by INVIVA Coordinators:

Crystal Coffey, RN

Nurse Navigator for Access to Care by Inviva

Email: a2c@supportprogram.com

Phone: 1.833.262.1640 Ext. 10

Fax: 1.833.262.1642

Liza Ursini, RN

Nurse Navigator for Access to Care by Inviva

Email: a2c@supportprogram.com

Phone: 1.833.262.1640 Ext. 1011

Fax: 1.833.262.1642

**Table 4: Access to Care by INVIVA Alberta Clinics**

City	Clinic	Address
Calgary	Inviva Access To Care	4411 16th Ave NW
Calgary	Inviva Access To Care	4307 130th Ave SE
Lethbridge	Inviva Access To Care	740 4th Ave S
Edmonton	Inviva Access To Care	6203 28 Ave NW
Grand Prairie	Inviva Access To Care	11745 – 105th Street

## Erelzi

The XPOSE® Patient Support Program provides support services to physicians / nurses and their patients through a single point of contact. Services include; assisting and securing coverage, financial assistance and educational materials for patients.

To enroll a patient or have any of your questions answered, please contact the XPOSE® program to speak to your personal case worker or nurse:



Hours: Monday to Friday, 6 am to 6 pm MST

Email: [erelzi@xposeprogram.ca](mailto:erelzi@xposeprogram.ca)

Phone: 1-844-279-7673

Fax: 1-844-872-5771

You can also contact the XPOSE® your program field case manager nurse in Alberta:

Freda Kwaning, RN BN

Email: [freda.kwaning@xposeprogram.ca](mailto:freda.kwaning@xposeprogram.ca)

Phone: 1-844-279-7673 x 7468

Cell: 403-585-7182

Carolyn Gillis, RN

Email: [carolyn.gillis@xposeprogram.ca](mailto:carolyn.gillis@xposeprogram.ca)

Phone: 1-844-279-7673 x 7411

Cell: 403-542-0748

Amy Fossey, RN

Email: [amy.fossey@xposeprogram.ca](mailto:amy.fossey@xposeprogram.ca)

Phone: 1-844-279-7673 x 7254

Cell: 587-334-1537

## **Grastofil and Lapelga**

ANSWERS Patient Support Program

Website: [www.apoanswers.ca](http://www.apoanswers.ca) for an online version of the enrolment form

Hours: Monday to Friday, 6 am to 6 pm MST

Email: [ANSWERS@innomar-strategies.com](mailto:ANSWERS@innomar-strategies.com)

Phone: 1-866-276-1664

Fax: 1-866-772-1458

## **Fulphila**

Patient Support Program

Website: [www.BiosimilarsCanadaPSP.com](http://www.BiosimilarsCanadaPSP.com) for an online version of the enrolment form

Hours: Monday to Friday, 6 am to 6 pm MST

Email: [BiosimilarsCanada@innomar-strategies.com](mailto:BiosimilarsCanada@innomar-strategies.com)

Phone: 1-833-847-4323

Fax: 1-833-794-2382

## **Nivestym**

Pfizer's Patient Support Program for Nivestym is called Pfizer Liaison.

Hours: Monday to Friday, 6 am to 6 pm MST

Phone: 1-844-533-0150

Fax: 1-844-533-1151

Email: [pfizerliaison@rxinfinity.ca](mailto:pfizerliaison@rxinfinity.ca)

## **Ziextenzo**

Sandoz Canada Inc.'s Patient Support Program for Ziextenzo® is called the Bio Care Patient Support Program. The program provides support services to physicians / nurses and their patients through one point of contact; including assisting and securing coverage, financial assistance and educational materials for patients. The program offers injection services through a broad network of locations for greater patient accessibility. We also have an online portal that facilitates patient registration and tracking patient status.

The program operates Monday to Friday from 6 am to 6 pm MST

Bio Care Patient Support Program

Email: [biocare@programsupport.ca](mailto:biocare@programsupport.ca)

Phone: 1-833-726-3690

Fax: 1-833-726-3698

## Truxima

Teva Canada Innovation's Patient Support Program for TRUXIMA is called the Truxima Teva Support Solutions – Patient Support Program. The program offers a range of services that include: educational materials for patients, reimbursement services, financial assistance and medical updates to prescribers.

The program operates from 6 am to 6 pm MST

Phone: 1 877 714 2469

Fax: 1 833 981-2254

Email: [tss.info@truximacanada.com](mailto:tss.info@truximacanada.com)

**Table 5: Truxima infusion clinic locations**

City	Clinic	Address
Red Deer	Bayshore - Red Deer	4309 52nd Ave, suite 103,
Calgary (North)	Bayshore - Calgary North	A121 31 Ave NE, Suite 105
Calgary (South)	Bayshore - Calgary South	1011 Glenmore Trail SW, Suite 404
Edmonton	Bayshore - Edmonton	10230 142 St NW, Suite 2015
Grande Prairie	Bayshore - Grande Prairie	10309 98 St, Suite 1010
Fort McMurray	Bayshore - Fort McMurray	Suite 103, 9816 Hardin Street
Medicine Hat	Bayshore – Medicine Hat	770-6 Street SW. Suite #107 Opening in September 2020

City	Clinic	Address
Lethbridge	Coming soon	Opening in September 2020

## Riximyo

Sandoz Canada Inc.'s Patient Support Program for Riximyo® is called the XPOSE® by Sandoz Patient Support Program. The program provides support services to physicians / nurses and their patients through a single point of contact. Services include; assisting and securing coverage, financial assistance and educational materials for patients. The program also offers infusion services and has secured a broad network of infusions centers for greater patient accessibility.

The program operates Monday to Friday from 6 am to 6 pm MST

Phone: 1-888-449-7673

Fax: 1-844-449-7673

Email: [xpose@sandozprogramsupport.ca](mailto:xpose@sandozprogramsupport.ca)

**Table 6: Riximyo infusion clinic locations**

City	Clinic	Address
Airdrie	Coverdale - Airdrie	401 Cooper's Boulevard SW, Suite 1109 Building 1000
Barrhead	Coverdale - Barrhead	5607 47th St
Calgary	Coverdale - Calgary ANC	1608 17 Avenue SW, Suite 300
Calgary	Coverdale - Calgary Harvest Hills	178 96 Avenue NE, Suite 213
Calgary	Coverdale - Calgary Mission	2303 4th St SW, suite 604

City	Clinic	Address
Calgary	Coverdale - Calgary SE	220-8500 Blackfoot trail SE
Calgary	INVIVA - Bow River	4411 16th Ave NW Suite 160
Calgary	INVIVA - Seton	3815 Front Street SE # 233
Calgary	INVIVA - Midpark	290 Midpark Way SE Suite 110
Calgary	INVIVA - McKnight	3131 27th Street Unit 65
Calgary	SDM - Northeast Clinic	1645 32 AVE NE
Canmore	Coverdale - Canmore	50 Lincoln Park Avenue, suite 201
Edmonton	Coverdale - Edmonton Hys Centre	11010 101 Street NW, suite 206B
Edmonton	Coverdale - Edmonton South	4207 98th St NW, suite 102, Greystone Building 4
Edmonton	Coverdale - Edmonton West	8944-182 St, suite 222
Edmonton	INVIVA - Campus Tower	312 - 8625 112th St.
Edmonton	INVIVA - 124th Street A	10839 124th Street #110
Edmonton	INVIVA - Gateway Clinic	Building #110 (second floor), 6925 Gateway Boulevard NW
Edmonton	INVIVA - Millwoods	6203 28 Ave NW #208
Fort McMurray	Coverdale - Fort McMurray	8600 Franklin Ave, suite 604B, 2nd floor NOTE TEMP LOCATION - East Village Suite, 355 Loutit Road, suite 215
Grande Prairie	INVIVA - Grande Prairie	Oak Ridge Business Centre, 11745 105th St Suite 205

City	Clinic	Address
Lethbridge	INVIVA - Lethbridge	740 4th Ave S Suite 215
Lloydminster	Coverdale - Lloydminster	3602 51st Ave, suite 102
Medicine Hat	Coverdale - Medicine Hat	770 6th St SW, suite 202
Red Deer	Coverdale - Red Deer	4808 50th (Ross) St, unit 404
Red Deer	INVIVA - Red Deer	2827-30 <sup>th</sup> Avenue, Suite1213
St. Albert	INVIVA - St. Albert	7 St. Anne Street #234

## Ruxience

Pfizer's Patient Support Program for Ruxience is called PfizerFlex.

Hours: Monday to Friday, 6 am to 6 pm MST

Phone: 1 855 935 3539 or 1 855 935 FLEX

Fax: 1 833 958 3539 or 1 833 958 FLEX

Email: [ruxience@pfizerflex.com](mailto:ruxience@pfizerflex.com)

Website : <https://www.pfizerflex.ca/>

**Table 7: Ruxience infusion clinic locations**

City	Clinic	Address
Calgary	Innomar Calgary North	8555 Sculfield Dr. NW Suite 209
Calgary	Innomar Calgary South	1011 Glenmore Trail SW Suite 311
Calgary	Innomar Calgary NE	2675 36 Street NE Suite 306

City	Clinic	Address
Calgary	Shoppers Drug Mart Specialty Health	1645-32 Ave NE
Calgary	Inviva Access To Care	4411-16 Avenue NW Suite 160
Calgary	Inviva Access To Care	3815 Front Street SE Suite 233
Canmore	Innomar Canmore	1001-6 Avenue Suite 105
Edmonton	Innomar Edmonton North	10839-124 Street
Edmonton	Innomar Edmonton Downtown	10665 Jasper Avenue Suite 1370
Edmonton	Innomar Edmonton South	8215-112 Street Suite 409
Edmonton	Innomar Edmonton West	8708 155th Street NW Suite 001
Edmonton	Inviva Access To Care	8625-112 Street Suite 312
Edmonton	Inviva Access To Care	6203-28 Avenue Suite 208
Fort McMurray	Innomar Fort McMurray	9914 Morrison Street Suite 10
Grande Prairie	Innomar Grande Prairie	9804-100 Avenue Suite 303
Grande Prairie	Inviva Access To Care	11745-105 Street Suite 205
Lethbridge	Innomar Lethbridge Clinic	400-4 Avenue South Suite 200
Lethbridge	Inviva Access To Care	740-4 Avenue S Suite 215
Medicine Hat	Innomar Medicine Hat	770-6 Street SW Suite 107
Red Deer	Innomar Red Deer	4320-50 Avenue Suite 204
Red Deer	Inviva Access To Care	2827-30 Avenue Suite 1213
St Albert	Innomar St Albert	24 Inglewood Dr. Suite 201

Innomar Clinic Hours:

Monday to Friday: 8 AM to 8 PM MST

Weekend and evening hours by Appointment

Inviva Access To Care

Clinic Hours:

Monday to Friday: 8 AM to 8 PM MST

Saturday by Appointment

Coverdale Clinic Hours:

Monday to Friday: 8:30 AM to 5 PM MST

Weekend and evening hours by Appointment

## **Glatect**

The Ally Patient Support Program has been designed to provide Canadian Multiple Sclerosis (MS) patients and their healthcare professionals, a highly efficient and value-added service aimed at insuring rapid treatment onset and sustained medication compliance on Glatect.

The program operates from 6 am to 6 pm MST

Phone: 1-833-ALLY100 (1-833-255-9100)

Email: [ally@patientassistance.ca](mailto:ally@patientassistance.ca)

Website: <https://glatect.com/en/all-about-the-ally-program/>

For questions regarding Glatect please contact the *Pendopharm* Medical Information Department

Toll free: 1-888-550-6060

Email: [medinfo@pendopharm.com](mailto:medinfo@pendopharm.com)



