

## Ordering Soliris (eculizumab) from Alexion Pharmaceuticals

### Clinician:

You will need to liaise with your pharmacist to order eculizumab.

*Routine ordering eculizumab in normal working hours where drug is needed routinely, not as an urgent medical situation*

Alexion is the drug manufacturer for eculizumab. Their telephone number in **normal working hours, Monday to Friday (8.00am to 4.30pm), is 0800 1300 212**. This number is for the team who are specifically responsible for getting the drug sent out to a referring centre.

### Pharmacist:

To order eculizumab:

1. Follow your normal internal processes for ordering Eculizumab – Alexion’s contact details are shown in table 1.
2. Raise a purchase order for ordering eculizumab and expect delivery the next Business Day if sent to Alexion before 13.00.
3. Email purchase order to Customer Operations Dept, Alexion – email: [CustomerOperationsUK@alexion.com](mailto:CustomerOperationsUK@alexion.com)
4. Ideally the above steps (1,2 and 3) should be done before 1300hrs on Mon-Thursday to guarantee next day delivery. Routine orders placed on a Friday will be scheduled for delivery the following Tuesday.

## **Ordering eculizumab when it is needed urgently (in active cases of aHUS)**

Alexion have a process in place for emergency drug procurement – this is funded by them and is free of charge to the NHS.

This service is available to the NHS 24 hrs a day, 7 days a week (including bank holidays)

- Ring: Tel 0800 1300 212 (Mon-Fri 0800 – 1630hrs, Mon-Fri)

The Alexion telephone number for an Emergency Medical Situation is **0208 744 6611**.

This is a manned telephone line and is available:

- 16:30 to 08:00 hrs Mon – Fri
- 24 hrs a day during weekends and Bank Holidays

You should state that the drug is needed urgently and is a **medical emergency**

- Alexion are able to arrange delivery of drug within approximately 8 - 24 hours of the call for an Emergency Medical Situation, unless the delivery location is remote
- Alexion will ask the Pharmacist to confirm that the treating physician has deemed this to be an Emergency Medical Situation and will record details accordingly
- Alexion will ask you to send an email to [customeroperationsuk@alexion.com](mailto:customeroperationsuk@alexion.com), and in return they will send the emergency order form and request for you to fill it in, after that Alexion will arrange the delivery. The PO will be required the next working day.

**Table 1:** Alexion Customer Operations Contact Details

|       | Normal working hours<br>(08:00 hrs to 16:30 hrs)   | Outside of normal working hours   |
|-------|--|---|
| Mon   | Tel<br>0800 1300 212<br><br>Email:<br><a href="mailto:customeroperationsUK@alexion.com">customeroperationsUK@alexion.com</a> | If <b><i>Medical Emergency:</i></b><br>Tel 0208 744 6611<br><br><b><i>Non-medical emergency:</i></b><br>Call normal working hours<br>08:00 – 16:30 hrs, Mon-Fri |
| Tues  |  |   |
| Weds  |  |   |
| Thurs |  |   |
| Fri   |  |   |
| Sat   | <b><i>If medical emergency:</i></b><br>Tel 0208 744 6611 (24 hrs / day)  |   |
| Sun   | <b><i>Non-medical emergency:</i></b><br>Call 0800 1300 212 <b>normal working hours</b><br>0800 hrs – 1630 hrs Mon-Fri        |   |