



### Patient Support Services

Our dedicated Novartis nurses work tirelessly to support patients at all stages of their treatment journey.

7,700 Novartis Nurse team contacts in 2021 across dermatology, rheumatology and neurology!



### Listening

We ensure the patient is at the heart of all we do, by making sure we listen and respond to their needs.

Novartis partnered with the Irish Skin foundation to ensure 144 people in Ireland living with psoriasis shared their experience in the global Psoriasis and Beyond survey!



### Elevating Patient Voices

We seek ways to make the voices of patients in Ireland heard on a national and global scale.

In 2021 Novartis and MS Ireland partnered to launch MS Explored- the first podcast of its kind in Ireland, featuring the voices of people with MS. 1,500 people tuned in to listen!



### Advocacy

We partner with patient groups and healthcare organisations to advocate for those most in need.

Novartis' role in the PWC 'Pathfinder Study on the Adoption of Cell and Gene Therapies in Ireland' brought us one step closer to being able to use innovative cell and gene therapies for patients in Ireland.



### Living Well

We are committed to ensuring the health and wellbeing of current and future populations in Ireland

The Heart of Our City project supported Dublin 8 residents to access free exercise classes, social prescribing services and health checks in their local community.



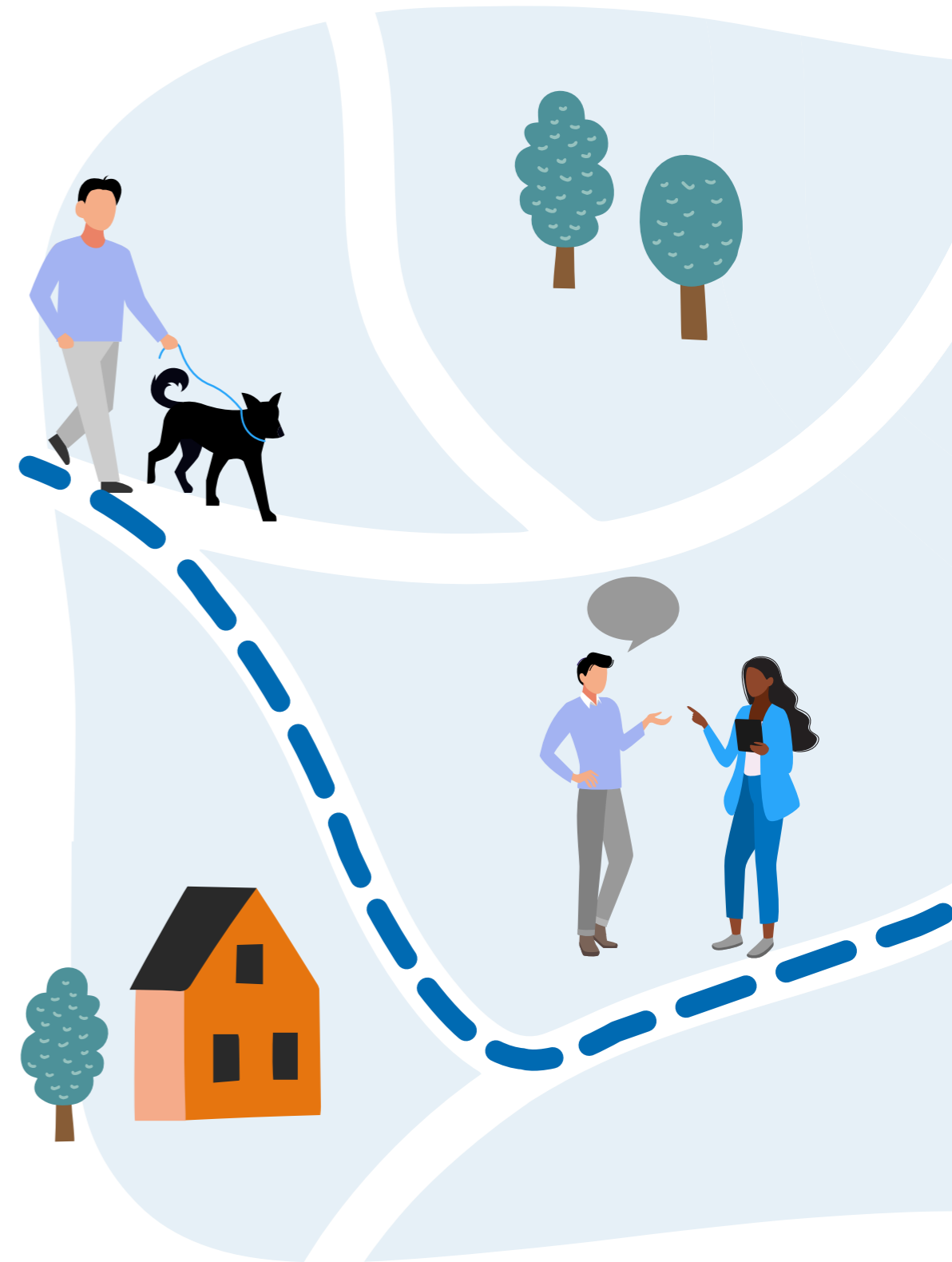
### Support

We partner with Patient Groups and the healthcare system to ensure the needs of patients in Ireland are met.

Novartis partnered with ExWell Medical, The Mater Hospital and the Irish Cancer Society to support an exercise programme for breast cancer patients before, during and after treatment.

Reference: 1. Novartis Data on File.

# Novartis Societal Impact Pathway 2020-2022



# 1. Before a diagnosis

We have a global commitment to involve patients in the early stages of clinical trials

Digital tools supporting identification of symptoms of concern



Heart Failure Symptom Checker\*



AMD.ie Patient Information Website

Impactful campaigns and events raise public awareness

#AskHowIFeel† Psoriasis Public Information Meeting



Rare Disease Day



We advocate for patients of the future through our role in reports such as the **PWC Pathfinder Study for the Adoption of Cell and Gene Therapies in Ireland**



# 2. At diagnosis

- Approx. 190,000 life changing medicines provided to patients in Ireland annually<sup>1</sup>
- 3 packs of medicine distributed every minute<sup>1</sup>



Support and education of people with a new diagnosis and online resources



Today My Way Metastatic Breast Cancer Patient Website



Talking Melanoma Podcast<sup>§</sup>



NCBI vision series

Our dedicated Supply Chain team ensure medicines have continued to reach people no matter what the circumstances – BREXIT, COVID-19



# 3. Ongoing Care

Ongoing support for patients provided by our Novartis Nurses with almost 750 people visited in hospital or their homes in 2021<sup>1</sup>



Empowering people to self-manage psoriasis, multiple sclerosis and migraine



Supporting people with how/when to take their medication



ITP pocket log



# 4. Living Well

Providing supports to help people live well with a diagnosis

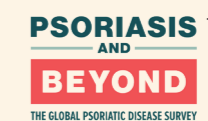


ViaOpta App

Creating a space for the patient perspective to be heard



Novartis Patient Councils



Societal Cost of MS<sup>#</sup>

Helping create healthy communities



Partnering to improve population health



Improving heart health in the community



Exercise classes for chronic disease and breast cancer



**Irish Heart Foundation**



Social Prescribing in Dublin 8

Community of people fighting to protect the cardiovascular health of everyone in Ireland