



23 April 2018

Update: Availability of EpiPen® 300 mcg Adrenaline (epinephrine) Auto-Injector and New EpiPen Toll-Free Hotline 1800 931 625

Overview

There are intermittent supply constraints of EpiPen® 300 mcg Adrenaline (epinephrine) Auto-Injector in Australia due to manufacturing delays from Meridian Medical Technologies, a Pfizer company.

Latest Supply Status

Thousands of EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injectors are being distributed each week via wholesalers to pharmacies, to overcome the current tight supply. To help manage availability of the EpiPen® 300 mcg Adrenaline (epinephrine) Auto-Injector on an ongoing basis, distribution is being carefully monitored until a steady supply resumes.

NOTE: There are sufficient supplies of EpiPen® Jr 150mcg Adrenaline (epinephrine) Auto-Injector in Australia.

Ongoing Supply Management

Pfizer is working to achieve a steady state of supply as expeditiously as possible and anticipates that production rates will increase over the coming months; however, at this time, cannot commit to a specific time for when the supply constraint will be fully resolved.

Instructions for Patients Requiring EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injector

- Contact your local pharmacy for assistance. Your pharmacist may ask for you to leave your script with them to make sure they can secure EpiPen for your script.
- If you encounter any problems obtaining EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injector from your pharmacy, phone the newly-created, dedicated EpiPen® Customer Service Toll-Free hotline on 1800 931625 or email au.sales.support@mylan.com to receive instructions on how to access EpiPen® 300mcg.

Instructions for Pharmacies Ordering EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injector

- Place an order with your primary wholesaler/s to obtain stock. Place an order, even if your wholesaler is showing a stock level of zero, because stock is being shipped continually to wholesalers.
- If your wholesaler does not automatically place items on backorder, please telephone your wholesaler and request a backorder of EpiPen® Auto-Injector 300mcg Adrenaline (epinephrine) Auto-Injector.
- Refresh your EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injector orders with wholesalers on a weekly basis. Please note that if no stock is shipped to you then, the backorder is retained for shipment when stock is available.
- If you encounter any problems with obtaining EpiPen® 300mcg Adrenaline (epinephrine) Auto-Injector, phone the EpiPen® Customer Service Toll Free hotline on 1800 931625 or email au.sales.support@mylan.com to obtain instructions on how to access direct supply.

Contact Information

Mylan Australia recently created a dedicated EpiPen Customer Service Toll-Free hotline 1800 931625.

Additional Resources

- Australasian Society of Clinical Immunology and Allergy: <https://www.allergy.org.au/>
- Allergy & Anaphylaxis Australia: <https://allergyfacts.org.au/>

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