The FORTEO®
Customer Care program
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If you have any questions, call the FORTEO Customer Care (FCC) program toll-free:

1.877.4FORTEO (1.877.436.7836).

Prefilled FORTEO® pens can be picked up directly from your pharmacist or delivered to your home through the FORTEO Customer Care program.

Carry the membership card with you, in case you need to contact us with questions.
The FORTEO Customer Care (FCC) program

TREATMENT WITH SUPPORT
During your treatment with FORTEO, the FCC program will support you every step of the way. If you have questions regarding your treatment, contact your FCC Specialist.
FCC services

PERSONAL CARE FOR YOUR SUPPORT NEEDS

• Your FCC Specialist will coordinate program services with you and your healthcare team
• We will continue to explore all your coverage options if your situation changes
• By getting to know you, we tailor our services to your support needs

COMPREHENSIVE SERVICES TO COMPLEMENT YOUR TREATMENT

• We take care of the paperwork to help maintain your coverage
• Convenient drug delivery service and injection training
• Support lasts for the duration of your treatment with FORTEO education, regular phone calls and follow-ups

ALWAYS THERE SO YOU CAN BE CONFIDENT IN OUR SERVICES

• Your FCC Specialist will always follow through by listening and answering any questions you might have about FORTEO
• Rely on us to contact you when necessary to see how you’re doing and help you manage your treatment
• Help is always just a phone call away at 1.877.4FORTEO (1.877.436.7836)
About FORTEO

IT BUILDS NEW BONE
FORTEO contains teriparatide, which is the same as the active part of the natural parathyroid hormone found in the body. It builds new bone faster than old bone is lost.

IT IS A SELF-INJECTION
FORTEO is a once-a-day therapy you inject just under the skin.

IT IS TAKEN ONCE A DAY
FORTEO can be taken at any time of day, with or without food or drink.

How does FORTEO work?

FORTEO:
- Builds new bone faster than the old bone is lost
- Increases bone strength
- Reduces the risk of fracture

New bone formation with FORTEO

Bone-resorbing cells cause bone loss (like digging deep pits)

FORTEO helps new bone formation, filling in the pits

FORTEO increases the activity of bone-forming cells (building more bone)
The FORTEO Starter Kit

These materials and accessories have been provided to help make your treatment with FORTEO as comfortable and convenient as possible. If you’re missing any of the listed materials, call us at 1.877.4FORTEO (1.877.436.7836).

- **FORTEO pen***: A prefilled device – you can pick up a new one from your pharmacist or have it delivered to your home
- **Detailed information about FORTEO, the FCC program and step-by-step instructions on the use of your FORTEO pen**
- **A quick reference card with the FCC contact info**
- **A cooler bag with gel packs to help keep your FORTEO organized and cool during travel**

Ask your retail pharmacist about a sharps container for safe disposal of needles.

Getting ready to inject

Your FCC Specialist will coordinate training to help you build confidence around injecting. Use the instructions on the following pages as a reference guide in case you forget anything. If you are injecting for the first time or are unsure about how, please call 1.877.4FORTEO (1.877.436.7836).

FORTEO is stored in the refrigerator (2–8°C). It is a good idea to try to take it each day at about the same time.

When you start out, read all the materials given to you, and refer to the injection instructions starting on page 14 of this booklet. Give yourself as much time as you need to go through all of the materials.

**QUICK TIPS**
- Always check the expiry date before using a new FORTEO pen
- Use each pen for 28 days only
- For simple troubleshooting solutions, see page 18

* Needles not included. Recommended for use with BD pen needles from 29–31 gauge.
TAKING FORTEO ONCE A DAY

It can be hard to get into a routine, especially if you are taking more than one medication. If you link your FORTEO injection to something you do every day, like brushing your teeth or making a cup of tea, it may help you to remember.

FOR EXAMPLE, CHOOSE A TIME:

Tea time: Take FORTEO with your morning tea or coffee

OR

TV time: Take FORTEO just before your favourite television program

OR

Bed time: Take FORTEO as you are getting ready for bed

WHAT HAPPENS IF I MISS A DOSE?

You should take your one dose every day on a regular schedule. But if you miss one dose, don’t worry. Take the next dose at the usual time the next day. Do not take more than one injection in the same day. If you miss more doses, talk to your doctor.

HOW MANY PENS WILL I NEED FOR MY TREATMENT?

For the full treatment period of 24 months, you will need 26 pens. Each pen contains enough FORTEO for 28 days, taking one injection every day.

* Needles not included. Recommended for use with BD pen needles from 29–31 gauge.
FORTEO injection guide

Before you use your new FORTEO Pen for the first time, please read this injection guide completely. Follow the directions carefully when using your FORTEO Pen, and use this guide as a reference. Do not share your pen or needles as this may risk transmission of infectious agents.

Always wash your hands before every injection

Check the label to make sure the medication has not expired. If the medication is not clear and colourless, or has particles in it, do not use it. Call FORTEO Customer Care at 1.877.4FORTEO.

1 Pull off white cap
   Using an alcohol wipe, clean the rubber seal on the pen cartridge.

2 Attach new needle
   Pull paper tab off the large needle cover. Push needle straight onto the medication cartridge.
   Screw the needle on clockwise until firmly attached.
   Pull off the large needle cover and save it.
FORTEO injection guide (con’t)

3 Set dose

**Pull out the black injection button until it stops.** (If you cannot pull the black injection button, see Troubleshooting on page 18.)

**Check** to make sure the red stripe shows.

**Pull** off the small needle protector and discard it.

4 Inject dose

**Hold** your pen in one hand, as shown. Lightly hold a fold of skin from your thigh or abdomen and push the needle **straight** into your skin. (Rotate injection site with each dose.) Use your thumb to **push** the black injection button all the way in. Hold down the injection button and **count to 5 slowly.** Then remove the needle from your skin.

5 Confirm dose

**IMPORTANT:** After giving the injection, **check** to make sure the black injection button is all the way in. If the yellow shaft does not show, you have completed the injection correctly. If you see the yellow shaft, do not inject yourself again. Instead, you must **RESET** the injection pen. (See Troubleshooting on the next page.)

6 After injection

**Replace** the large needle cover on the needle. **Remove** the capped needle by turning it counterclockwise.

**Discard** the needle as directed by your healthcare professional. **Replace** the white cap on the FORTEO Pen. Put the FORTEO Pen back in the refrigerator (2 - 8°C).
Troubleshooting

THE YELLOW SHAFT IS STILL SHOWING AFTER THE INJECTION: HOW TO RESET YOUR FORTEO PEN

• If the yellow shaft is showing, you must reset your FORTEO Pen. If you have already injected yourself, DO NOT inject yourself a second time on the same day.

• Remove the old needle from the pen.

• Attach a new needle, pull off the large needle cover and save it.

• Pull out the black injection button until it stops. Check to make sure the red stripe shows.

• Pull off the small needle protector and throw it away.

• Point the needle down into an empty container. Push in the black injection button until it stops. Hold it in and count to 5 slowly. You may see a small stream or drop of fluid. When you have finished, the black injection button should be all the way in.

• If you still see the yellow shaft showing, please contact your healthcare professional or FORTEO Customer Care.

• Put the large needle cover on the needle. Unscrew the needle all the way by giving the needle cover 3 to 5 complete turns. Pull off the needle cover and throw away as directed by your healthcare professional. Push the white cap back on, and place FORTEO PEN in the refrigerator.

HOW CAN I TELL IF MY FORTEO PEN IS WORKING PROPERLY?

The black injection button should be all the way in to show that the full dose of medicine has been injected from the FORTEO Pen.

Remember to use a NEW needle every time you inject to be sure your FORTEO Pen will work properly.

I CAN SEE AN AIR BUBBLE IN MY FORTEO PEN

A small air bubble will not harm you or affect your dose. You can continue to take your dose as usual.

You can prevent this problem by always using a NEW needle for each injection, and by pushing the black injection button all the way in and slowly counting to 5 during your injection.
Troubleshooting (con’t)

I CAN’T GET THE NEEDLE OFF
• Put the large needle cover on the needle
• Use the large needle cover to unscrew the needle
• Unscrew the needle all the way by giving the large needle cover 3 to 5 counterclockwise turns
• If you still cannot get the needle off, ask someone to help you

I CAN’T PULL OUT THE BLACK INJECTION BUTTON
When the black injection button cannot be pulled out, it means there is not enough medicine in your FORTEO Pen for another full dose. Change to a new FORTEO Pen, even though you may still see some medicine left in the old cartridge.

I HEAR CLICKING DURING MY INJECTION
One or more clicks during injection is normal.

Taking care of your FORTEO Pen

• Refrigerate the FORTEO Pen (2– 8°C) immediately after each use. Make sure to leave the white cap on. Do not store it with a needle attached.
• DO NOT FREEZE. If it has been frozen, DO NOT USE IT. Discard the pen and use a new FORTEO Pen.
• If the FORTEO Pen has been left out of the refrigerator, do not discard it. Put it back in the refrigerator and call FORTEO Customer Care at the number below.
• Do not use a FORTEO Pen if it looks damaged. Use a new pen and call FORTEO Customer Care at the number below.
• To clean it, you may wipe the outside of the FORTEO Pen with a damp cloth. Do not put the pen in water, or wash or clean it with any liquid.

Your FORTEO Customer Care Specialist is always just a phone call away at 1.877.4FORTEO (1.877.436.7836).

For information about travelling with FORTEO, call your FCC Specialist
DISPOSING OF YOUR FORTEO PEN

Remove the needle and discard it in a sharps container as instructed by your healthcare professional. Discard the used FORTEO Pen as instructed by your healthcare professional. Never discard a FORTEO Pen with the needle attached.

Discard your pen after 28 days of use, even if there is still medication in it.

Do any medications interact with FORTEO?

Tell your healthcare provider and pharmacist about all the medicines you are taking when you start taking FORTEO, and if you start taking a new medicine after you start FORTEO treatment. Tell them about all the medicines you take, with prescriptions and without prescriptions, as well as herbal or natural remedies. Your doctor and pharmacist need this information to help keep you from taking a combination of products that may harm you.

DISPOSING OF YOUR FORTEO PEN

Remove the needle and discard it in a sharps container as instructed by your healthcare professional. Discard the used FORTEO Pen as instructed by your healthcare professional. Never discard a FORTEO Pen with the needle attached.

Discard your pen after 28 days of use, even if there is still medication in it.

Most of the side effects of FORTEO are mild. The most common are dizziness, nausea, pain in and around joints, and leg cramps.

If you become dizzy, do not drive or operate machinery; you should sit or lie down until the symptoms go away. If they continue or get worse, you should call your doctor before continuing treatment.

You should also call a healthcare provider if you have continuing nausea, vomiting, constipation, low energy or muscle weakness. These may be signs of too much calcium in your blood.

If you have any problems or questions while taking FORTEO, ask your doctor, nurse or pharmacist for more information.

What are the side effects of FORTEO?

Most of the side effects of FORTEO are mild. The most common are dizziness, nausea, pain in and around joints, and leg cramps.

If you become dizzy, do not drive or operate machinery; you should sit or lie down until the symptoms go away. If they continue or get worse, you should call your doctor before continuing treatment.

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Do not share your FORTEO Pen or medication with anyone else. All medications should be kept out of reach of children.
YOU SHOULD NOT TAKE FORTEO IF YOU:

- Have had an allergic reaction to teriparatide or any of its ingredients
- Have high levels of calcium (pre-existing hypercalcemia) or alkaline phosphatase
- Have kidney problems (severe renal impairment)
- Have other bone diseases, or have had radiation therapy involving your bones
- Have ever been diagnosed with bone cancer or other cancers that have spread (metastasized) to your bones
- Are a child, growing adult, or if you are pregnant or breastfeeding
- Have trouble injecting yourself and do not have someone who can help you

As part of drug testing, teriparatide, the active ingredient in FORTEO, was given to rats for a significant part of their lifetime. In these studies, teriparatide caused some rats to develop osteosarcoma, a bone cancer. The potential to cause osteosarcoma in rats was increased with higher doses and longer periods of treatment. Osteosarcoma in humans is a serious but very rare cancer. Osteosarcoma occurs in about 4 out of every million people each year.

None of the patients in the clinical trials or post-treatment follow-up developed osteosarcomas. Osteosarcoma has been reported rarely in people who took prescription FORTEO. It is not known if people who take FORTEO have a higher chance of getting osteosarcoma.

You should discuss any safety concerns you have about the use of FORTEO with your doctor.
Follow your doctor’s advice

It’s important to follow your doctor’s advice regarding your treatment. This includes taking any supplements or medications and making any lifestyle changes they might recommend.

If you feel like you want to talk to someone about your FORTEO treatment, give your FCC Specialist a call.

What else should I do?

GET YOUR CALCIUM

It is still important to get a good amount of calcium to help strengthen your bones. You can take supplements and eat a diet that is high in calcium. Some foods high in calcium are:

Dairy products: Dairy products, such as milk, cheese and yogurt contain high amounts of calcium that is easily absorbed.

Calcium-fortified beverages: Fortified soy beverages and orange juices may contain as much calcium as milk (check the labels).

Vegetables and fish: Vegetables, lentils, beans and canned fish also have some calcium.

VITAMIN D SUPPLEMENTATION

Vitamin D helps with calcium absorption, which in turn increases bone strength. It also helps your muscles function, which is good for your balance and decreases the likelihood of falling.

Rays from the sun interact with our skin to produce vitamin D but because we live in a northern climate, we don’t get as much sun as we need.

Talk to your doctor about how much vitamin D to take each day.
### EXERCISE

Exercise is important to help strengthen your bones. Be sure to talk to your doctor about exercises that are right for you, such as:

- **Weight-bearing exercises:** Any exercise where your feet and legs carry your weight, such as walking, jogging, aerobics, stair climbing and dancing.

- **Resistance exercises:** Exercises that involve moving objects or your own weight, such as free weights, weight-training machines or exercise bands.

### Some useful resources

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<thead>
<tr>
<th>Resource</th>
<th>Website</th>
<th>Tel:</th>
<th>Description</th>
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<tr>
<td>OSTEOPOROSIS CANADA</td>
<td><a href="http://www.osteoporosis.ca">www.osteoporosis.ca</a></td>
<td>1.800.463.6842</td>
<td>This well-organized site features high-calcium recipes, free publications, exercise information, and diagnosis and treatment discussions.</td>
</tr>
<tr>
<td>ACTIVE LIVING COALITION FOR OLDER ADULTS</td>
<td><a href="http://www.alcoa.ca">www.alcoa.ca</a></td>
<td>1.800.549.9799</td>
<td>This group is a partnership of organizations and individuals dedicated to the promotion of active living and quality of life for older adults. The site features information about projects, as well as resources and publications.</td>
</tr>
<tr>
<td>THE CANADIAN ORTHOPAEDIC FOUNDATION</td>
<td><a href="http://www.canorth.org">www.canorth.org</a></td>
<td>1.800.461.3639</td>
<td>The Foundation is a registered Canadian charity dedicated solely to helping people maintain and restore their bone and joint health. The site features patient stories, education information and resources.</td>
</tr>
<tr>
<td>SOCIETY OF OBSTETRICIANS AND GYNAECOLOGISTS OF CANADA</td>
<td><a href="http://www.menopauseandu.ca">www.menopauseandu.ca</a></td>
<td></td>
<td>This website provides science-based, easy-to-understand information about menopause and osteoporosis, including videos and answers to frequently asked questions.</td>
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