

• I hereby consent to take part in the Patient Support Programme to increase patient adherence, implemented by SADAG and joint sponsors Mylan (Pty) Ltd, South Africa.

• I prefer to be called or receive an SMS message to remind me to take my medication in the:

Morning

Evening

Both

• I may be reminded of my next visit to the doctor?

Yes

No

NAME (PRINT):

TEL NO:

CELL NO:

SIGNATURE:

DATE:

PLACE:

DR NAME:

TEL NO:



tollfree number 0800 41 42 43

SMS 31393
Website www.sadag.org
Email office@anxiety.org.za
Facebook "The South African Depression and Anxiety Group"
Twitter @TheSADAG

Disclaimer: Participation in this programme is strictly voluntary. Participants are under no obligation to continue with the programme and may withdraw at any stage. The intention of this programme is not to promote any particular medication.

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M0254 December-13.



**Mylan & SADAG
Patient Support Programme**

Information Brochure



The Patient Support Programme is brought to you by **Mylan** and the **South African Depression and Anxiety Group (SADAG)**. The programme is offered to provide a support service to mental health patients.

1. WHO IS MYLAN PHARMACEUTICALS?

Mylan is one of the world's leading generics and specialty pharmaceutical companies. At Mylan, we are committed to setting new standards in health care. Working together around the world to provide 7 billion people access to high quality medicine, we innovate to satisfy unmet needs; make reliability and service excellence a habit; do what's right, not what's easy; and impact the future through passionate global leadership.

2. WHO IS SADAG?

SADAG is a non profit, non-governmental organisation established 20 years ago, to provide mental health care advocacy to users across South Africa. SADAG is currently the country's largest and most recognised mental health advocacy initiative. SADAG, for example, routinely provides its members with various free telephonic counselling initiatives, such as the:

- Suicide Crisis Line
- Trauma Line
- Bipolar Helpline
- Sleeping Disorder Helpline
- Substance Abuse Helpline
- Mental Health Helpline
- Support Group Helpline

SADAG aims to:

- Increase public awareness of anxiety and mood disorders
- disseminate information
- provide support to consumers.

Please read through the consent form attached.

If you decide to participate in the programme, kindly fill in the consent form together with your doctor or at your own time and fax to: **011 262 6350** or contact the Mylan/SADAG Patient Support Programme toll-free number: **0800 41 42 43** to sign up with one of the counsellors

CONSENT TO PARTICIPATE IN THE PROGRAMME

By signing this form below, you are indicating that you understand how the information may be used and that your privacy will be protected. By signing this form, you are agreeing to participate in the programme, and that you have not waived any of your legal rights.

- I confirm that I have read and understood the contents of the Patient Support Programme.

I understand that:

- (1) participation in this programme is voluntary
- (2) I can decline the invitation to participate in this programme at any stage during the programme without prejudice and that it can or will in no way be used to my disadvantage
- (3) I may refuse to answer any questions I would prefer not to
- (4) no personal information will be included in the research report and all responses and assessment scores will remain confidential
- (5) In the event that the programme results are published, my identity and responses to questions will remain confidential
- (6) there is no remuneration or reimbursement for participating in the programme and there are no direct costs to me



9. WHAT IF I DO NOT WANT TO DO THIS?

Participation in this programme is strictly voluntary. If you decide not to participate, it will not affect your ongoing treatment with your doctor in any way. Even if after you initially decided to participate and later choose not to continue, you can withdraw from the programme at any time and your doctor will continue to treat you as always. Please advise the team at any time if you do not want to continue with the programme. The information you provide will be held in the strictest of confidence.

3. WHAT IS THE MYLAN/SADAG PATIENT SUPPORT PROGRAMME ALL ABOUT?

SADAG has developed a Patient Support Programme that serves as a way to support patients on their journey to recovery and wellness. The programme offers free on-going telephonic support and information to help patients manage their follow-up attendance at the healthcare professional.

SADAG and Mylan as joint sponsors, have implemented this programme. The programme consists of the following components:

- weekly phone calls
- free telephonic counselling, seven days a week
- reminder SMS messages of when to take your medication
- brochures and information
- SMS messages eg: available workshops for patient attendance
- support groups
- press notifications
- online website with information
- monthly newsletters.

4. WHAT WILL HAPPEN DURING THE PROGRAMME?

The programme aims to increase your adherence to your medication regimen and planned doctor visits. When you have considered participating in this programme and have given your written consent, you will be asked to do the following:

- complete a questionnaire about what you understand about your condition and the treatment/medication that you are prescribed by your doctor
- indicate how often you prefer to receive reminders about your medication and your next visit to the doctor.

The Patient Support Programme will continue for three months after you have enrolled, after which you will be asked again to complete another questionnaire about your experience with the programme.

5. WHAT ARE THE POTENTIAL BENEFITS OF THIS PROGRAMME?

The programme aims to support you with taking your medication correctly, as well as remind you of your doctor appointments. Your doctor visits and taking your medication as prescribed, is crucial for a positive result when managing your mental health or recovering from the condition. Being informed about your mental health reduces the stigma associated with your mental health condition and can help you to cope better.

Additional support structures are also essential during recovery and in particular for those with a mental health condition who find it difficult to adjust to their illness.

6. WILL ANY PERSONAL INFORMATION BE MADE AVAILABLE IN THE PROGRAMME?

The data received/generated from the programme will be analysed and reported on anonymously and in a manner that will protect individual participants from being identified or recognised. The information from the programme may be used for publication in professional journals or presented at Healthcare Professional conferences only. Confidentiality will be maintained by means of a patient code to disguise the identity of participants during the entire programme. No names will be linked to the information at any point and all information will be kept in a secure area at the offices of SADAG to ensure safety and security.

7. WHAT HAPPENS IF THERE IS AN EMERGENCY, OR YOU NEED TO CONSULT WITH A DOCTOR?

If at any time during the programme, for example when you are answering questions or during a



personal or telephone discussion, it becomes apparent that you may have to consult a doctor about your condition or treatment, you will be referred back to your doctor.

8. WHO CAN I TALK TO ABOUT THE PROGRAMME?

If you have any questions regarding the programme, you can contact any of the following counsellors at SADAG:

 Mr Lian Taljaard (SADAG):
011 262 6396 • 0800 41 42 43

 Ms Cassey Chambers (SADAG):
011 262 6396 • 0800 41 42 43

 Ms Naazia Ishmail (SADAG):
011 262 6396 • 0800 41 42 43