

April 13, 2020

### To our patients taking JYNARQUE® (tolvaptan),

With the COVID-19 situation constantly developing, your health is our top priority. All of us at Otsuka Pharmaceutical Development and Commercialization, Inc. (OPDC) and Otsuka America Pharmaceutical, Inc. (OAPI) hope that you and your families are staying safe and healthy during this unprecedented time. We appreciate the trust you place in us, and want to inform you that we are closely monitoring events in the local and national community and continuously updating our policies and protocols as a result of new information.

Our #1 priority is to provide patients and healthcare providers with safe and effective products, and to keep our facilities operational, so that we can continue to provide medications for better health worldwide.

For patients who are currently taking JYNARQUE, we ask you to stay in close communication with your healthcare team regarding regular appointments and treatment management plans.

Below is key information you should know that may address some questions relating to the **JYNARQUE Risk Evaluation and Mitigation Strategy Program (JYNARQUE REMS Program)**.

### There is no expected impact on medication supply

- We continue to closely monitor our manufacturing and supply chain resources around the world and do not anticipate any disruption or shortage of JYNARQUE as a result of COVID-19
- Per the [Full Prescribing Information](#) for JYNARQUE and the FDA-approved JYNARQUE REMS Program, no more than a 1-month supply may be sent to a patient at a time. Your specialty pharmacy will continue to work hard to ensure that shipments are mailed to you on time, and that no one goes without product

### Lab requirements remain unchanged

- Despite COVID-19, the JYNARQUE REMS Program requirements remain unchanged, as your safety is our top priority
- It is important that you have a blood test before you start JYNARQUE, to help reduce your risk of liver problems. Your healthcare provider will do a blood test to check your liver before you start taking JYNARQUE, at 2 weeks and 4 weeks after you start treatment, then monthly for 18 months during treatment, and every 3 months from then on. Please see the [Full Prescribing Information](#) and [Medication Guide](#) for JYNARQUE for more information.
- Ongoing blood monitoring is extremely important due to the risk of liver injury from treatment with JYNARQUE. Speak to your healthcare professional about arranging blood testing on a regular basis to ensure continuous monitoring and compliance with the JYNARQUE REMS Program
- You should still make every effort to continue to get your REMS-required blood work completed, as the risk of liver injury without monitoring should not be underestimated
- LabCorp and Quest Diagnostics have informed us that they are taking precautions to separate testing and processing for COVID-19, so that their local service centers can remain available and operational for routine testing. Please refer to their websites for current information\*
- **If you are unable to get your REMS-required blood work completed on time for any reason, you will need to let the physician prescribing JYNARQUE for you know immediately**
- Please make every effort to keep your specialty pharmacy up to date with your status as well

Otsuka America Pharmaceutical, Inc.

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## Mobile Phlebotomy Collection Service now offered for ALL patients taking JYNARQUE

We do understand getting to your local lab may be challenging during this time. Therefore, Otsuka is temporarily offering a Mobile Phlebotomy Collection Service to all current, eligible patients taking JYNARQUE. With the Mobile Phlebotomy Collection Service, we will send a phlebotomist to your home to collect a blood sample for your REMS-required blood work. The collection and processing will be free of charge to you. If you are interested in this service, please reach out to your prescribing physician directly to get more details on this program.

## The Nurses at Otsuka Patient Support are available to speak with JYNARQUE patients

If you have questions or concerns about accessing your medication, go to [www.otsukapatientssupport.com/jynarque](http://www.otsukapatientssupport.com/jynarque) or call Otsuka Patient Support at 1-855-242-7787.

The Nurses at Otsuka Patient Support can answer questions related to product accessibility and reimbursement, and can even connect patients to local treatment sites in their community.

**As mentioned above, please stay in direct communication with your healthcare team and reach out to them with any questions or concerns you have that relate to your treatment with JYNARQUE.**

**For any questions on Otsuka services, please reach out to the Patient Support Call Center at 1-855-242-7787 and select option 3, Monday-Friday 8AM – 8PM (EST).**

Please stay healthy and stay safe,

Christoph Koenen, MD, MBA  
Executive Vice President, Chief Medical Officer  
Otsuka Pharmaceutical Development & Commercialization, Inc.

\*For more information on LabCorp and Quest Diagnostics please go to:

[www.labcorp.com/COVID-19](http://www.labcorp.com/COVID-19)

[www.questdiagnostics.com/home/Covid-19/Patients/](http://www.questdiagnostics.com/home/Covid-19/Patients/)

Additional Important Contact Information		
Specialty Pharmacies	Phone	Fax/Email
AllianceRx Walgreens Prime	1-800-480-9052	1-844-343-3504
Optum/Avella Specialty Pharmacy	1-877-719-6630	1-877-546-5780
PANTHERx Rare	1-833-599-2245	1-412-420-6242
REMS Coordinating Center	1-866-244-9446	1-866-750-6820
Otsuka Patient Support	1-855-242-7787	none