

Frequently Asked Questions

1. How do I access the online portal?
2. I have forgotten my password.
3. My email address, address or other personal data has changed.
4. I am taking over a patient for whom another doctor has already created a patient ID. What do I have to do?
5. Which patient data is saved?
6. How do I correct patient data or delete a patient?
7. What if I cannot access the portal?
8. Do I have to get the annual reminder for the booster vaccination?
9. From which email address do I receive notifications about controlled dispensing?

1. How do I access the online portal?

To launch FABHALTA, all doctors registered at that time as specialists in internal medicine with a focus on haematology/oncology will have received their individual login details for the online portal by email along with the RMP training material.

If you have lost your login details or are a new specialist and would like access, please contact your local Novartis representative or email il.medinfo@novartis.com. Your login details will be sent to you promptly via your registered postal email address.

2. I have forgotten my password.

If you are already registered on the portal and have forgotten your password, use the "Recover password" function in the login window. Your email address must be stored for this.

If you have any problems, please contact your Novartis representative.

3. My email address, address or other personal data has changed.

Send an email with your changes to your local Novartis representative, or email il.medinfo@novartis.com and your information will be updated accordingly.

4. I am taking over a patient for whom another doctor has already created a patient ID. What do I have to do?

It is important that you transfer the patient to yourself in this case so that the patient is correctly assigned, and you receive the annual reminder for the booster vaccination. The patient ID will not change as a result. To do this, use the "Patient with existing patient ID" option in the online portal and enter the patient ID of this patient.

5. Which patient data is saved?

Your patient's first and last initials and the day and month of their birth are stored. This data is only visible to you and is used to identify your patients later in the portal. Please inform your patients about the use of your data. You can find more information here.

6. How do I correct patient data or delete a patient?

It is not possible for you to change a patient's data or delete a patient after they have been registered. In such cases, please contact your local Novartis representative or email il.medinfo@novartis.com and we will make these changes for you.

7. What if I cannot access the portal?

Please contact your local Novartis representative or email il.medinfo@novartis.com and we will help regain access to the portal.

8. Do I have to get the annual reminder for the booster vaccination?

The annual reminder for the booster vaccination is an approval requirement imposed on Novartis by the authorities. As long as you have registered at least one patient in the online portal, we must therefore contact you with the annual reminder. Once a year, you will be asked to check the need for a booster vaccination against infections caused by *Streptococcus pneumoniae* and *Neisseria meningitidis*, regardless of whether you have registered one or more patients or when they were registered.

9. From which email address do I receive notifications about controlled dispensing?

Responses to your inquiries will be sent directly by your Novartis representative or through il.medinfo@novartis.com and the annual reminder will be sent from support@fabhulta-id.com.

Your question wasn't included?

In our instructions you will find the various steps of controlled delivery explained in more detail. If you have any further questions or technical problems, please contact your Novartis representative or email il.medinfo@novartis.com.