

# COVID-19 FAQ

## For Patients with a SynchroMed II™ Drug Pump for Chronic Pain, Malignant Pain or Severe Spasticity

At Medtronic, we understand that this is an uncertain time for many people. If you are implanted with a SynchroMed™ II drug pump, you may have additional questions about how COVID-19 might impact you. We have created this resource to provide you with information regarding your pump and COVID-19.

We encourage you to stay connected with your managing physician's office and confirm any upcoming refill appointments. We also encourage you to visit the [WHO](#) and [CDC](#) websites for the latest information on COVID-19, and to be aware of any local requirements related to COVID-19.

1. I'm quarantined in my home and/or the facility where I get pump refills is restricting access. How can I find a physician that will come to my home for refill?
  - Refills for drug pumps are not elective procedures. Contact your managing physician's office **weeks** ahead of your refill date to discuss options available in your area. Understand it may take days to identify available options and schedule an appointment. Talk to your managing clinician's office about home infusion services in your area that manage patients with drug pumps if leaving your home is not an option.
  - You can also consider using the Medtronic Physician Finder that may identify other physicians with the appropriate specialty to assist using the link below: [Medtronic.com/locator](https://www.medtronic.com/locator)
2. I have a pump refill coming up in the next few weeks, but I'm afraid to go to the hospital because I do not want to be exposed to COVID-19. What should I do?

It is critical that you keep your scheduled refill appointments so that you do not run out of medication, which can lead to return of symptoms and in some patients, very serious effects that may result in additional surgical procedures, a return of underlying symptoms, and/or a clinically significant or fatal drug underdose. Contact your managing physician's office weeks ahead of your refill date to discuss options available in your area. Understand it may take days to identify available options and schedule them. If you have not done so already, ask your doctor about any medications you may need if your refill is delayed, obtain the prescriptions and make sure you have those medications available. Ensure you have your prescribed

medications available at your home and that you and your caregiver are aware of when and how to take it. Your caregiver should be educated on the early symptoms of withdrawal.

3. I can't travel to the hospital or clinic where I normally get my pump refills. How can I find another managing physician locally?

If you cannot travel to the clinic where you normally receive refills, ask them for a referral to another physician near you and ask them to contact that physician immediately to get the process of scheduling a visit started. Consider talking to your doctor's office about home infusion services in your area that manage patients with pumps if leaving your home is not an option.

You can also consider using the Medtronic Physician Finder that may identify other physicians with the appropriate specialty to assist using the link below:

[Medtronic.com/locator](https://www.medtronic.com/locator)

4. I am in a foreign country and due to travel restrictions, I can't get back to my home country to get my pump refilled. Can I get a refill in a foreign country?

Medtronic is available worldwide and can help you to identify the nearest possible hospital, clinic or physician to get access to a pump refill in a foreign country. Contact your managing physician, who can work with a Medtronic representative to help you to identify refill options. Please be aware that this might take a few days to investigate so contact your managing physician as early as possible before the refill alarm takes place.

Consider contacting your embassy to get information about returning to your home country.

### **Additional Resources**

WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>