Medtronic

# Out of pain, into relief

What to know while receiving Medtronic targeted drug delivery for chronic pain.







Implanted patient brochure

Now featuring the SynchroMed™ III implantable infusion system

# Out of pain, into family time

"Since getting drug delivery therapy, I can attend family events and not have to leave shortly after arriving because of pain."

**–Hank**



*Every patient experience is unique. Not everyone who receives Medtronic targeted drug delivery therapy will experience the same results.*

# Our number one goal

is to help you get **pain relief so you can live a fuller life.**

We want you to have the best results with your targeted drug delivery. **Read on to find out how.**

# Answers and support when you need it

If you have medical questions, your doctor and their team should be your first point of contact. Medtronic also offers ongoing technical support.

## Your doctor

Please direct all medical questions to your doctor's office. Your doctor has access to your medical records and can best diagnose any change in symptoms.

## Medtronic patient services

Medtronic can offer technical assistance when you have questions about your pump.
1-888-660-4616
canada.patientservices@medtronic.com
Available 9:00 a.m. to 5 p.m. ET
Monday-Friday

## Questions about your Medtronic identification card?

Any questions about devices or change in address for registered device needs to contact Medtronic Canada ULC 1-800-268-5346

*Note important warnings and precautions in the SynchroMed™ Infusion System Patient Manual, which can be found at manuals.medtronic.com/manuals/patient.*

# Contents


| | |
|---|---|
| The surgery's over. Now what? | 7 |
| Day-to-day life with targeted drug delivery | 9 |
| Pump refill visits | 10 |
| Pump alarms | 10 |
| Your Medtronic identification card | 11 |
| myPTM™ Personal Therapy Manager | 13 |
| Pump replacement | 13 |
| Healthcare procedures like MRI | 14 |
| Traveling | 15 |
| Education on medication | 16 |
| Making the most of your therapy | 17 |
| Questions and answers | 18 |



# Out of pain, into nature

# The surgery's over. Now what?



## Take it easy for a while

Following your surgery, you may feel some discomfort at both incision sites (your back and your abdomen) for several days. You may experience a headache for a few days. Your doctor may prescribe medication to relieve the pain caused by surgery or antibiotics to prevent infection. If you notice any swelling, pain, or redness near your incision, notify your doctor.

After the surgery, your doctor may recommend that you restrict your activity. This allows time for you to heal.



## Make plans to do more

Recovery is a great time to make plans and set goals to do the things that matter most to you. However, it's important to be realistic. While your pump will not eliminate the source of your pain or cure any underlying disease, it may help you to better manage your chronic pain.



## Find the right dose for you

Work with your doctor to find the medication dose that is most comfortable for you. Dosing can be customized to accommodate your needs at different times of the day, night, or week.

If you have the myPTM™ Application, be sure to talk with your doctor about the number of doses programmed and the length of time between doses. Your doctor may need to adjust the programming to find a combination that meets your needs.

# Out of pain, into the mall

"I can finally go shopping again and do the things I want to do."

**–Tami**



*Every patient experience is unique. Not everyone who receives Medtronic targeted drug delivery therapy will experience the same results.*

# Day-to-day life with targeted drug delivery

To get the most out of your therapy, it's important to learn about your system, take responsibility for getting your drug pump refilled, and follow all of your doctor's instructions. Talk to your doctor about the signs and symptoms of underdose and overdose with the medication filled in your pump.

This section talks about things you may encounter day-to-day as you live with targeted drug delivery. It includes information on:

- **Pump refill visits**
- **Pump alarms**
- **Your Medtronic identification card**
- **myPTM™ Personal Therapy Manager**
- **Pump replacement**
- **Healthcare procedures like MRI**
- **Traveling**

## Attend scheduled visits for refills and prescription adjustments

Keeping all of your refill appointments will ensure your pump does not run out of medication. If you miss a refill appointment, it may result in:

- Loss of, or change in, your therapy
- Underdose (too little of the drug), which could lead to a return of pain symptoms or, possibly, symptoms of withdrawal
- Damage to the pump that could require replacement surgery

The frequency of your refill appointments will depend on the concentration and amount of medication you receive each day, and can be up to six months between refills.

## Be alert to your pump alarms

Your Medtronic SynchroMed™ III pump has two types of alarms – critical and noncritical. Below is a list of examples of alarms. Ask your doctor to sound the alarms so you can hear the difference.

Notify your doctor immediately if you hear a critical or a noncritical alarm.

| | |
|---|---|
| Critical alarms:<br>**Two tone alarm** | **A critical alarm sounds if:**<br>• Pump runs out of medication<br>• Battery power runs out ("end of service")<br>• Pump stops delivering medication<br>• Pump has been stopped for more than 48 hours |
| Noncritical alarms:<br>**Single tone alarm** | **A noncritical alarm sounds if:**<br>• Pump medication is low and it's time for a refill<br>• Pump needs to be replaced (approximately 90 days before it reaches end of service) |

***Important**: Don't wait to hear an alarm before having your pump refilled! And note that it can be difficult to hear alarms in a loud environment.*

## Carry your Medtronic identification card at all times

You should receive a temporary identification (ID) card soon after your implant surgery. Keep it with you until you receive your permanent ID card from Medtronic.

Your ID card:

- Identifies you as having an implanted device in case of an emergency
- Includes your name, your device serial number, and your pain specialist's contact information
- Gives a toll-free number to contact Medtronic
- Helps Medtronic provide you with current and accurate information
- Notifies security personnel and health professionals that you have an implanted medical device

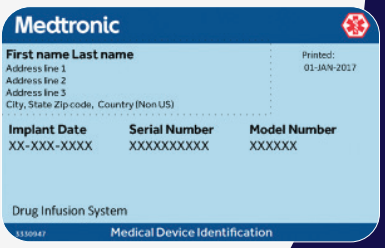
***Important**: Present your ID card when you have any medical or dental procedure, and when you pass through security screening systems at airports, some stores, and secured buildings and events.*

Contact **Medtronic Device Registration** if you:

- Don't receive your permanent ID card four to six weeks after surgery
- Change your address, telephone, doctor, or any other information on your card
- Lose your card
- Would like an extra card for someone

## Medtronic Device Registration: 1-800-268-5346

To update your Medtronic identification card or order a replacement card online, visit medtronic.com, click on Patient & Caregivers, and then from the drop-down menu, select **update device registration.**

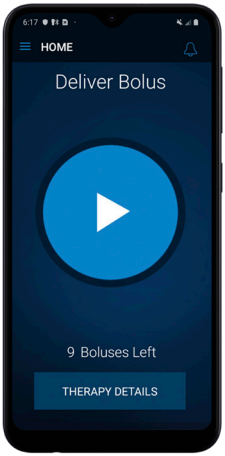



## Carry your ID card with you at all times.

## Call your doctor's office if you:

- Have any symptoms of overdose or underdose
- Hear a pump alarm
- Notice any swelling, redness, or pain near your incision
- Experience any unusual medication reaction or any unfamiliar side effect
- Notice a change in your therapy or have trouble with your therapy
- Have a medical question

## myPTM™ Personal Therapy Manager




If your doctor prescribes it, you may receive a handheld device to help control unpredictable pain. The myPTM™ Personal Therapy Manager works with your SynchroMed™ III drug pump. The myPTM™ device allows you to get an extra dose of pain medication when you need it, within limits set by your doctor. The myPTM™ device may help you better manage your own pain.

To get a copy of the myPTM™ Personal Therapy Manager patient manual, please visit: *manuals.medtronic.com/manuals/patient*

## Have your pump replaced before it reaches its end of service

- Depending on usage, your pump battery should last six to seven years.
- A noncritical (single tone) alarm sounds 90 days before the pump's end of service.
- Contact your doctor right away to schedule a pump replacement.
- After the 90 days, a critical (two tone) alarm will sound and the pump will stop.
- A stopped pump means no medication is delivered and may result in withdrawal.

***Important**: Note that your catheter may last longer and may not need to be replaced at the same time as your pump.*

## Inform healthcare professionals that you have targeted drug delivery

One day, you may need a diagnostic scan or test to identify the cause of a common condition. The good news is that the Medtronic SynchroMed™ III pump was designed to be safe under certain conditions for patients who may require an MRI.† The pump is also compatible with many other diagnostic tests.

† MR Under specific conditions. Talk to your doctor and refer to product labeling or full list of conditions.

## Before your MRI

When your doctor recommends an MRI, you will need to:

- Tell the doctor (e.g., orthopedist, oncologist) who ordered your MRI that you have an implanted Medtronic pump.
- Tell your pain specialist that you will be receiving an MRI.
- Be ready to show your Medtronic identification card during the MRI appointment. This card allows the doctor or MRI technologist to identify your device and confirm MRI compatibility.
- Following your MRI, have your doctor check your pump to confirm it is working properly.

*If you or the doctor have questions about your pump and any medical or dental procedure, please reference the SynchroMed™ Infusion System Patient Manual.*

## Traveling? Plan ahead.

- Alert your doctor to your travel plans early, and ensure there is enough medicine in your pump.
- Get the name of a local doctor in your travel area who cares for patients receiving targeted drug delivery, just in case.
  To get this information:
  - Ask your doctor
  - **Contact Medtronic patient services:**
    1-888-660-4616
    canada.patientservices@medtronic.com
    Available 9:00 a.m. to 5 p.m. ET
    Monday-Friday

***Important**: Note that arranging a refill away from home is very complex. Some doctors are reluctant to do this. It's best to get a refill before you leave home.*



# Education on medication

Discuss with your doctor the medication used in your pump and any other medications you are taking. Medications have risks. Be sure you understand the risks and side effects associated with the medications prescribed to you.

Receiving too much medication – through your pump or in combination with oral medications or patches – can cause an overdose. Too little medication can lead to symptoms of withdrawal. It's important for you to know when this might happen and what to look for.

## For example, symptoms of morphine overdose include[1]:

- Lightheadedness and dizziness, progressing to extreme drowsiness and sleepiness
- Excitability, anxiety
- Very slow and shallow breathing *(less than 8 to 10 breaths per minute)*
- Unconsciousness or inability to awaken

In severe cases, overdose can lead to serious breathing problems or possibly death. Advise your friends and family to call 911 immediately for emergency help if you exhibit any of these symptoms.

1. Hikma Pharmaceuticals USA Inc. Infumorph (preservative free morphine sulfate sterile solution) [package insert]. National Library of Medicine, DailyMed website. https://www.dailymed.nlm.nih.gov/dailymed/drugInfo.cfm?setid=db9ac9e3-d761-4a99-9f34-4946ebe8f255 Revised April 2024. Accessed May 3, 2024

# Make the most of your therapy



- Learn the pump name (SynchroMed™ III), the model number (8667-20 or 8667-40), and the type of medication used in the pump.
- Find out the dose and concentration of your pain medication.
- Visit **medtronic.com/painpump** to learn more.
- Share information with others.
- Follow your doctor's recommendations.
- Discuss with your doctor what steps you should take if you have a therapy concern after-hours, when the office is closed.
- Tell your doctor if you don't feel well, have any change in medications, or are having problems with your targeted drug delivery therapy.



You are the most important ingredient to targeted drug delivery success. You and your caregivers should be informed and speak up when necessary.

# Questions and answers

## What does my targeted drug delivery system include?

- **SynchroMed™ III pump**: a programmable pump that accurately delivers medicine per the dosing instructions provided by your doctor.
- **Ascenda™ intrathecal catheter**: a thin, flexible tube that connects to the pump and delivers medication.
- **myPTM™ Personal Therapy Manager**: a handheld device prescribed by a doctor for some patients at the time of implant to help manage unpredictable pain. The myPTM™ allows you to receive an extra dose of pain medication when needed and within physician set limits.

## What if I change my residence?

Before you move, it's important to find a doctor who cares for patients receiving targeted drug delivery therapy. Here are some options:

- Ask your current doctor.
- Provide your new address to Medtronic Device Registration by calling Medtronic Canada ULC at 1-800-268-5346.

***Important:*** *The process of finding and transferring to a new doctor can take several weeks. Allow plenty of time. Also, it's a good idea to have an introductory meeting with your new doctor before you need a refill. Insurance coverage, doctor consultation, and medication availability must be coordinated.*

## Can I exercise?

Exercise with the pump is up to the discretion of you and your doctor. When exercising, you should avoid activities that put stress on your SynchroMed™ III system, such as sudden, excessive, or repetitive bending, twisting, bouncing, or stretching. This can damage the pump or catheter, or cause the catheter to become disconnected or blocked. Either of these situations can require surgery to repair or replace the pump or catheter, or cause a loss or change in your pain relief therapy.

## Can I drive?

Your doctor may recommend that you wait a certain amount of time after first receiving targeted drug delivery to better understand any side effects you may experience.

## Can I travel?

Yes. Notify your doctor of travel plans well in advance. Discuss how to coordinate pump refills and how a time zone change may affect your dosing schedule. Keep in mind it can take several weeks to coordinate a refill with a doctor in a different location. Insurance coverage, doctor consultation, and medication availability must also be coordinated.

## Should I avoid long airline flights or high-altitude activities?

Before participating in activities at high altitudes (such as airline flights, mountain skiing, or hiking), discuss the effects of low pressure on your SynchroMed™ III system with your doctor. Continued exposure to lower air pressure can cause the pump's flow rate to increase and then stay at the higher rate. If your doctor determines that an increase in flow rate poses a risk, your prescription can be adjusted.

## Will my pump set off metal detectors like the ones at the airport?

Your pump may set off metal detectors at places like airports, malls, schools, libraries, and other locations where metal detectors, theft detectors, or security devices are used. When approaching these devices, do not linger near or lean on them. If you set off a metal detector/screening device, show your Medtronic identification card to security personnel.

## Can I go in a hot tub, steam room, sauna, or tanning bed?

Consult your doctor. See product labeling for temperature impacts. The flow rate of the pump may increase in these environments.

## Can I go scuba diving?

Do not dive below 10 meters (33 feet) of water, as pressure could damage the SynchroMed™ III system. As the pressure increases, drug flow from the pump decreases.

## Can I stop taking other medications once I have a pump?

Your doctor will decide if you still need to take other medications.

## What can cause a catheter to disconnect or tear?

Exercise or repetitive bending, twisting, bouncing, or stretching can move, stretch, or even disconnect the catheter. A catheter can tear because of a nick caused by a suture during surgery, or by a kink caused by excessive bending or twisting. Although the catheter is flexible and durable, it's still subject to wear. Even seemingly harmless or repetitive actions can cause unseen damage over time, which may require surgery to repair.

# Out of pain, into walking

"Pain took my life away. The pump gave it back to me. I'm back to enjoying things I want to do."

**–Sherry**



*Every patient experience is unique. Not everyone who receives Medtronic targeted drug delivery therapy will experience the same results.*

# Out of pain, into life

"The only thing I would do is watch the clock for when I could take that next pill. Now the clock is nothing. I'm outside. I'm busy. I'm constantly on the go."

**–Elaine**



*Every patient experience is unique. Not everyone who receives Medtronic targeted drug delivery therapy will experience the same results.*



At Medtronic, we're committed to bringing together technology, people, and programs to make lives better.

Medtronic

99 Hereford Street
Brampton, Ontario, L6Y 0R3
Toll-free: 800.268.5346
Tel: 905.460.3800

**medtronic.ca**

For a listing of indications, contraindications, precautions, warnings, and potential adverse events, please refer to the Instructions for Use.

©2026 Medtronic. All rights reserved. Medtronic, Medtronic logo and Engineering the extraordinary are trademarks of Medtronic. ™*Third party brands are trademarks of their respective owners. All other brands are trademarks of a Medtronic company.
UC202407505EC CA-NM-0076-E Rev. 09/2026