

23rd March 2020

Dear Customer

The past few weeks have been challenging and we are navigating unprecedented times on a global scale. With the ever-changing dynamics of COVID-19 and its impact on Australasia wide, please know Medtronic and InterMed are staying vigilant as this situation evolves and will communicate with you on important issues.

Please see several updates you may find helpful:

Pump consultations or pump upgrades

- We are aware many clinics and healthcare professionals have made temporary changes to their practise, schedules or availability
- In some instances, your healthcare professional may change a face to face consult to one delivered over video or telephone
 - InterMed are working with Healthcare Professionals to best support these types of consults
 - In order to facilitate a remote consult, you may be asked to upload your pump to Carelink
 - If you need guidance on how to upload your pump please contact your local product specialist
 - Forgotten Carelink passwords can be reset on the Carelink login page

InterMed Consumable Supply

- InterMed have adequate consumable supply to meet usual demand
- Stockpiling supplies can cause short term outages in locations experiencing unexpected demand increases
- Please order supplies as you normally would; this will enable the distribution channel to best manage inventory levels and get supplies where needed
- Attached is helpful guide to our infusion sets in the event you need to consider alternate tubing lengths

Our Diabetes team is here as always to support you in any way possible, please remember that our dedicated Medtronic Global helpline continues to provide 24-hour support.

We understand this is challenging and fast changing environment. Our priority is supporting people on or needing our therapies and your healthcare professionals.




If you need to get in touch with any of the Diabetes team, details are as below

Chantal – Upper North Island
chantal.summerton@intermed.co.nz
021 315 525

Genevieve – Lower North Island (incl. Bay of Plenty)
genevieve.boyer@intermed.co.nz
021 719 712

Amy – South Island
Amy.murdoch@intermed.co.nz
021 190 5581

Warm regards
Diabetes Team

NDSS Code	PRODUCT NAME	LENGTH		MEDTRONIC CODE	
		Cannula/ Needle (mm)	Tubing (cm)		
564	MiniMed® Quick-set™ (10 per box) 	6	60	MMT-399	
659		6	80	MMT-387	
563		6	110	MMT-398	
562		9	60	MMT-397	
660		9	80	MMT-386	
561		9	110	MMT-396	
640		MiniMed® Silhouette™ (10 per box) 	13	46	MMT-368
588	13		60	MMT-381	
641	13		80	MMT-383	
589	13		110	MMT-382	
569	17		60	MMT-378	
642	17		80	MMT-384	
568	17		110	MMT-377	
647	MiniMed® Sure-T® (10 per box) 	6	60	MMT-864	
650		6	80	MMT-866	
648		8	60	MMT-874	
651		8	80	MMT-876	
649		10	60	MMT-884	
652		10	80	MMT-886	
643		MiniMed® Mio® (10 per box) 		6	46
644	Pink		6	60	MMT-923
645			6	80	MMT-925
643.1			6	46	MMT-941
644.1	Blue		6	60	MMT-943
645.1			6	80	MMT-945
645.2			6	80	MMT-965
646	Clear		9	80	MMT-975
705	MiniMed® insulin reservoir (10 per box) 		1.8 mL	-	-
706		3.0 mL	-	-	MMT-332A