



**User Manual for  
HealthPoint Online Referral Platform  
For Ireland Healthcare Professionals Only**

## Contents

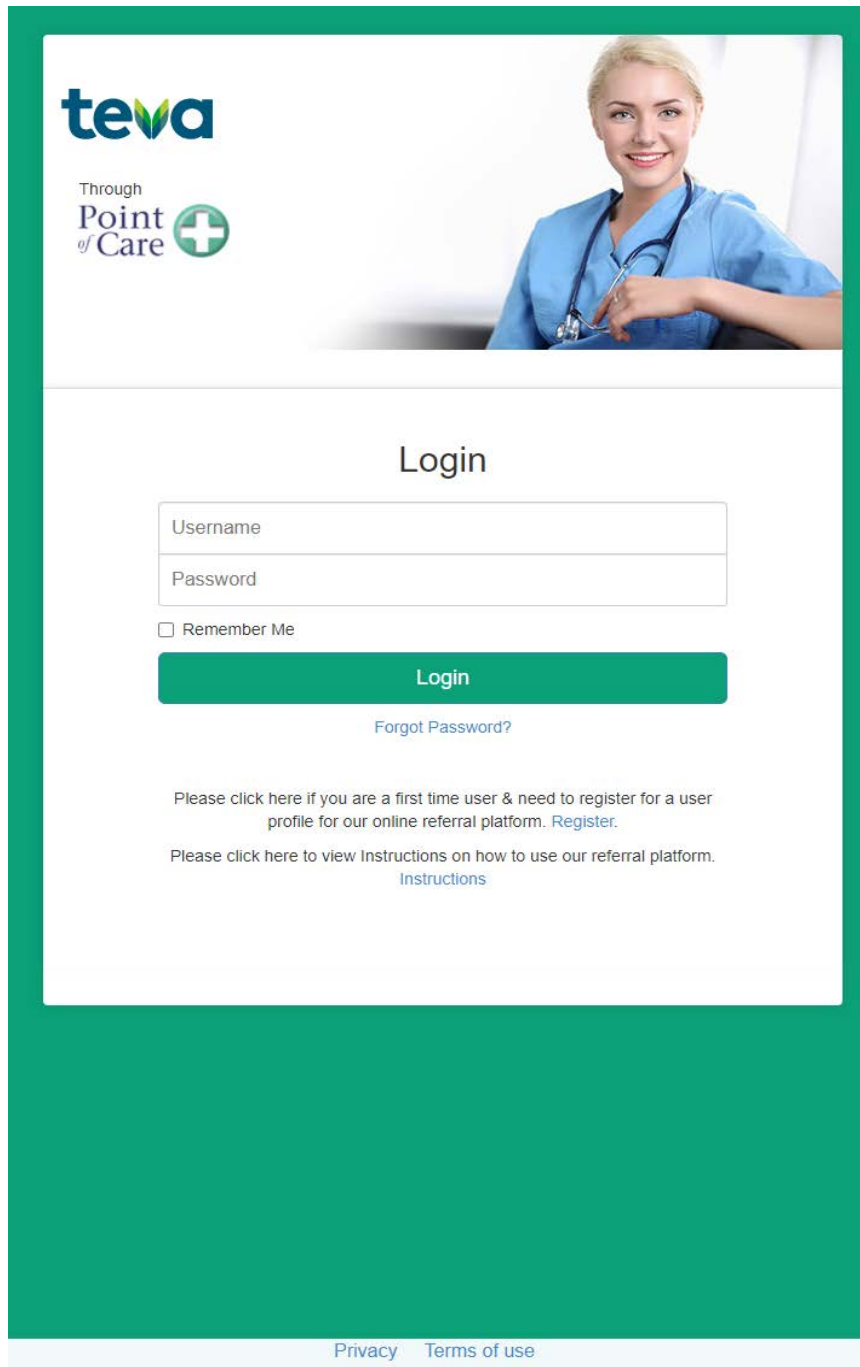
Registering to use the Portal .....	3
Patient Support Programme - Injection Training Portal.....	9
General .....	9
Refer new patient .....	10
Save form as “Draft” .....	11
Track a referral .....	12
Patient Referral Status.....	12
Completed Patient Visits .....	12

## Registering to use the Portal


To refer a new patient for the Patient Support Programme, you will be required to create a HealthPoint user account. You will then have access to all your referred patients through this account and you will also be able to determine the date they are due to receive or have already received their injection training.

Please find the steps below to register for the programme portal.

1. Go to <https://www.healthpoint.ie/Teva>, and click on Register:



teva

Through  
Point of Care 

### Login

Username

Password

Remember Me

Login

[Forgot Password?](#)

Please click here if you are a first time user & need to register for a user profile for our online referral platform. [Register](#).

Please click here to view Instructions on how to use our referral platform. [Instructions](#)

[Privacy](#) [Terms of use](#)

2. Read the terms and conditions of Teva's Data Privacy Notice, answer the required questions where indicated, and select your answer.

Required fields are marked with a red asterisk.



## Privacy Notice for Healthcare Professionals

### INTRODUCTION

Teva Pharmaceuticals Ireland ("**Teva**") (see contact details section for more information), recognises the need for high calibre training and education of patients who are prescribed their products.

Teva has commissioned Point of Care Health Services Limited ("**Point of Care**") (see contact details section for more information) to administer a web portal at <https://healthpoint.ie/Teva> (the "**Portal**") to enable you to register and monitor patients that participate in the Teva funded patient support programme (the "**Programme**").

Point of Care will be operating as a data processor of Teva in respect of your personal data processed by Point of Care via the Portal. Teva is a data controller in respect of your personal data.

This Privacy Policy describes how "personal data" (which means information that relates to any living identifiable individual, for example, you) will be collected and used when you register on and use the Portal.

This Privacy Policy does not cover the collection of data on adverse events, which you or Point of Care may report to Teva during your participation in the Programme. This is instead covered by Teva's Privacy Policy for Pharmacovigilance [https://www.teva.ie/general-pages/phv\\_privacy\\_policy](https://www.teva.ie/general-pages/phv_privacy_policy) which may be updated from time to time.

## **CONSENTING TO THE PROCESSING OF YOUR DATA**

Please read this Privacy Policy carefully. By registering on and using the Portal you consent to the collection and processing of your personal data on the terms set out in this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not register on or use the Portal. You may exercise these rights by contacting Teva's Data Protection Officer [EUPrivacy@tevaeu.com](mailto:EUPrivacy@tevaeu.com), but if you withdraw your consent then you will not be able to continue using the Portal.

### **Information collected about you and why it is collected?**

The personal data that will be collected about you when you register on the Portal shall comprise:

- your e-mail address;
- your name;
- your phone number;
- your practising hospital/unit name;

Your name and email address are required to enable Point of Care to provide you with access to the Portal. If you contact Point of Care with technical support queries regarding your use of the Portal, then Point of Care will use your data to communicate with you on these queries.

### **How will your information be used and shared?**

Your personal data will be used by Point of Care to register you on the Portal and to enable your ongoing use of the Portal.

Point of Care uses trusted technology support vendors to assist with technical support and administration of the Portal. Point of Care may share your contact information with these vendors for them to assist in registering you on the Portal, for the purposes of providing and/or assisting with technical support and/or general administration of the Portal.

Point of Care may also provide your data to Teva to enable Teva to comply with its obligations under data protection law.

#### **How is your information stored?**

Measures will be taken to secure your personal data from accidental loss and from unauthorised access, use, alteration, or disclosure. Data is transferred securely using SSL encryption and stored on secure servers.

You may ask for your account on the Portal to be deactivated at any time by submitting a request to Teva (contact details below). If you do not do this, your data will be retained for so long as the Programme is still running. This is because you may refer patients on a periodic basis and therefore, we need to keep your account on the Portal active to enable you to do this. If you ask for your account on the Portal to be deactivated, or if the Programme ends, your data will be archived and not further processed except to meet pharmaceutical regulation requirements, to defend any legal claims linked to the Programme or as is otherwise required under law. Your data will be retained for as long as necessary to meet these objectives and for as long as permitted or required by applicable law. Please also note that even if your account is deactivated or if the Programme ends, your name will continue to be linked to the patient's medical record.

#### **Will my information be transferred outside the European Economic Area?**

Your data will not be transferred outside of the European Economic Area.

#### **What are your rights?**

You may be entitled under applicable law to ask Teva for a copy of your information, to correct it, erase or restrict its processing, or to ask us to transfer some of this information to other organisations. You may also have the right to object to some processing and, where you have provided your consent, to withdraw this consent. These rights may be limited in some situations – for example, where Teva can demonstrate it has a legal requirement to process your data. As set out above, this can mean your data is retained even if you withdraw your consent. To exercise your rights, please contact Teva in writing or by e-mail at the address given below. You may also be required to provide proper identification before your request is fulfilled.

#### **Changes to this Privacy Policy**

If Teva decides to change the substance of this Privacy Policy, you will be provided with the new Policy and if required, your consent will be obtained.

### Contact Details

If, at any time, you have questions or concerns about the content of this Privacy Notice or the way your data is processed, please contact Teva using the details below.

### Teva

Teva is a data controller in respect of any of your personal data processed as a result of your participation in the Programme.

Address: Teva Pharmaceuticals Ireland is a registered business name of Norton (Waterford) Limited. Registered office is Unit 301, Industrial Park, Cork Road, Waterford, Republic of Ireland.

Email: [EUprivacy@tevaEU.com](mailto:EUprivacy@tevaEU.com)

### Point of Care

Point of Care is a data processor in respect of the processing of your personal data in the Programme. Address: Point of Care Health Services Limited, 4045 Kingswood Road, Citywest, Dublin D24 V06K, Ireland Email: [admin@pointofcare.ie](mailto:admin@pointofcare.ie)

**Adverse events should be reported. Reporting forms and information can be found at [www.hpra.ie](http://www.hpra.ie).**

**Adverse events should also be reported to Teva Pharmaceuticals Ireland on +44 (0) 207 540 7117 or by emailing [uk.safety@tevauk.com](mailto:uk.safety@tevauk.com).**

Date of preparation: May 2024 Job code: MULTHE-NP-00019

[Sign in to Google](#) to save your progress. [Learn more](#)

\* Indicates required question

Email \*

Your email

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Enter your Full Name: \*

Your answer

Enter your Phone Number: \*

Your answer

Enter the Hospital/Unit Name: \*

Your answer

Enter all Referring Clinician Name(s):

Your answer

By clicking Yes, I confirm that I have read and understood Teva's Privacy Notice and consent to the processing of my Personal Data as described therein. \*

Yes

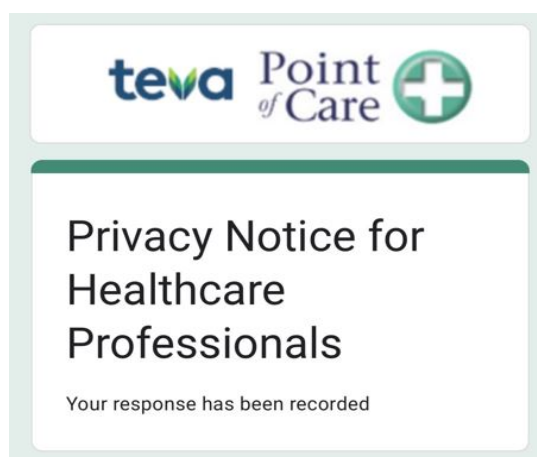
**Submit** Clear form

Never submit passwords through Google Forms.

This form was created inside of Point of Care Health Services. [Report Abuse](#)

Google Forms

3. Confirmation screen is displayed.



Within 48 hours, you will receive an email from [itsupport@pointofcare.ie](mailto:itsupport@pointofcare.ie). Please also check your Junk/Spam folder if you do not receive this email.


Note: Point of Care will not be permitted to process your details or to provide the injection training if the answer for the terms and conditions is 'No'.

## Patient Support Programme - Injection Training Portal

### General

1. **Homepage** – the portal returns to the landing page when this button is selected.
2. **User account details** – displays the user’s name. When selected, the user is brought to their account information – Name, Shared accounts, and Change password.
3. **Log out** – ends the current session and logs the user out.
4. **Privacy & Terms of Use** – these documents can be accessed using these links.
5. **(+) sign** – to refer a new patient.
6. **(→) sign** – opens the ‘Referral Forms’ page in ‘view mode’.

### Homepage

<p>Refer new patient</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>5 </span> <span>6 </span> </div>	<p>Patient Referral Status</p> <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <span>6 </span> </div>	<p>Completed Patient Visits</p> <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <span>6 </span> </div>
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## Refer new patient

1. Log in to the portal and click on the plus sign to refer a new patient.
2. Open the 'Select form' drop-down menu and select the required referral form from the list of available forms.

### Submit referral form [Back to Homepage](#)

Select form \*

▼

- Eporatio (epoetin theta) Referral Form
- Lonquex (lipegfilgrastim) Referral Form
- Tetridar (teriparatide) Referral Form
- Tevagrastim (filgrastim) Referral Form

3. Complete the referral form.
  - Ensure you have selected the **correct treatment** from the four choices of treatment available for injection training via patient support programmes (question 8).
  - If required, the referral form can be partially completed and saved as 'Draft' (*please see below [Save form as 'Draft'](#)*).
4. Click on 'Submit Referral'.
5. A follow-up message will be displayed to let you know the referral was submitted correctly.

**Follow-up message** ×

Thank you for submitting the referral electronically.

6. You will be able to view the patient record on the 'Referral Form' page (by clicking the (➔) on the 'Refer new patient' panel at the Homepage).
  - Referral Completed – Point of Care received the referral and will be contacting the patient soon; the patient is allocated a unique Patient Identifier (PID).
  - Draft – Details are displayed for the HCP only. Point of Care do not have access to draft details. The patient does not yet have a unique Patient Identifier (PID).

### Referral Forms [Back to Homepage](#)

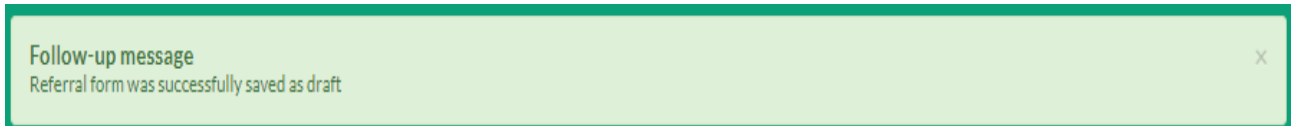
Q X

Patient Name	Patient Number	Form	Submitted by	Submitted date	Referral Status	Referral Form	Home Visit Created
Paul Murphy	11243	Lonquex (lipegfilgrastim) Referral Form	Teva HCP Test User	12/08/2020	Referral Completed		
Ann Marie	11242	Eporatio (epoetin theta) Referral Form	Teva HCP Test User	12/08/2020	Referral Completed		
John Draft		Tetridar (teriparatide) Referral Form	Teva HCP Test User	12/08/2020	Draft		

## Save form as “Draft”

You have the option to begin to complete a referral form, save a draft and revisit to submit the form at a later stage. This is useful if you wish to prepopulate the form in advance of a patient’s visit. The completed form can then be submitted following the patient’s visit.

- To do this, just open the form, complete the fields, and save it as ‘Draft’.
- A follow-up message will be displayed to let you know the referral form has been saved correctly.



- The ‘Referral Status’ column will be displaying ‘Draft’. You can click on the Pencil icon to edit and submit the form.

Referral Forms [Back to Homepage](#)

Total Count: 7

Search  Q X

Patient Name	Patient Number	Form	Submitted by	Submitted date	Referral Status	Referral Form	Home Visit Created
John Draft		Tetridar (teriparatide) Referral Form	Teva HCP Test User	12/08/2020	Draft		
		Eporatio (epoetin theta) Referral Form	Teva HCP Test User	12/08/2020			
		Eporatio (epoetin theta) Referral Form	Teva HCP Test User	12/08/2020			
Jomar Testing	11241	Tetridar (teriparatide) Referral Form	Teva HCP Test User	12/08/2020	Referral Completed		
Jomar Margraf	11198	Tetridar (teriparatide) Referral Form	Teva HCP Test User	16/07/2020	Referral Completed		
Tevagrastim Patient 1	11178	Tevagrastim (filgrastim) Referral Form	Teva HCP Test User	02/07/2020	Referral Completed		
Tetridar Patient 1	11177	Tetridar (teriparatide) Referral Form	Teva HCP Test User	02/07/2020	Referral Completed		

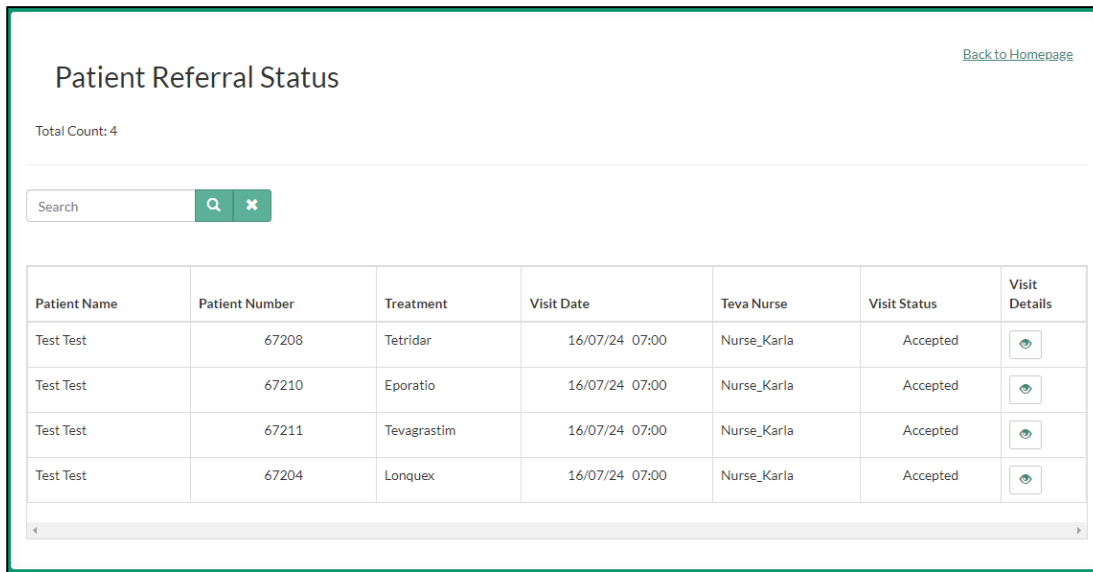
## Track a referral

### Patient Referral Status





Details of the nurse visit can be found in this section once the nurse visit is scheduled with the patient.

Here you can find the patient’s name, the visit date, the nurse assigned for the visit, and visit status.

More information is available by clicking on the ‘eye’ icon in the ‘Visit Details’ column.



The screenshot shows a web interface titled "Patient Referral Status" with a "Back to Homepage" link. Below the title, it indicates "Total Count: 4". There is a search bar with a magnifying glass icon and a close button. The main content is a table with the following data:

Patient Name	Patient Number	Treatment	Visit Date	Teva Nurse	Visit Status	Visit Details
Test Test	67208	Tetridar	16/07/24 07:00	Nurse_Karla	Accepted	
Test Test	67210	Eporatio	16/07/24 07:00	Nurse_Karla	Accepted	
Test Test	67211	Tevagrastim	16/07/24 07:00	Nurse_Karla	Accepted	
Test Test	67204	Lonquex	16/07/24 07:00	Nurse_Karla	Accepted	

### Completed Patient Visits

The information captured by the nurse during the visit can be found in this section once the nurse submits the Nurse Visit Report form.

Here you can find the patient’s name, link to the referral form, link to open the visit details and to open the Nurse Visit Report form.

The Nurse Visit Report form can be loaded by clicking on the ‘eye’ icon.



The screenshot shows a web interface titled "Completed Patient Visits" with a "Back to Homepage" link. Below the title, it indicates "Total Count: 1". There is a search bar with a magnifying glass icon and a close button. The main content is a table with the following data:

<input type="checkbox"/>	Patient Name	Patient ID Number	Treatment	Date of Birth	Address	Referral Form	Visit Form
<input type="checkbox"/>	Tetridar Patient 1	11177	Eporatio	13/07/1962	1 Patient Address		 



If the patient has only a single visit form, this form will be loaded. If the patient has more than one form, a list of forms will be displayed.

Click on the 'notepad' icon to open the desired form.

### Patient visit forms

[Back to Completed Patient Visits](#)

Patient: Test Test, 67204  
Total Count: 1

Search   

<input type="checkbox"/>	Treatment	Form	Submitted by	Assignment Date & Status	Form Completed Date & Status	Actions
<input type="checkbox"/>	Lonquex	Sub-Cutaneous Report Form	Nurse_Karla	16/07/2024 7:00 AM Accepted	16/07/2024 11:49 AM Completed	