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**Pfizer, Inc**  
**66 Hudson Blvd E**  
**New York NY 10001**



April 11, 2023

**Information regarding GENOTROPIN™ (somatropin) Pfizer Bridge Program for customer support**

Dear Customer,

We recognize that global supply disruptions have significantly impacted patients, caregivers and healthcare providers this year. For more than 30 years, Pfizer has valued your partnership and we are committed to transparency and supporting the community during this time.

**Genotropin® Pen:**

Currently, Genotropin® (somatropin) cartridges and Pen devices are available for patients. Cartridges (active product) will be provided to patients from specialty pharmacies after a Genotropin prescription is received by the pharmacy. Multi-dose Pen devices must be obtained through the Pfizer Bridge Program; an HCP should complete the Genotropin Prescription Enrollment Form to enroll their patient in the Pfizer Bridge Program, and then the Bridge will send the Pen device to the patient directly by mail. The Pen has a use period of 2 years starting from the first use by the patient.

Healthcare providers can find enrollment instructions and forms at [www.PfizerBridgeProgram.com](http://www.PfizerBridgeProgram.com), or by calling 800-645-1280. Hold times for the Pfizer Bridge Program have been significantly reduced since February due to enhanced processes and increased staff put in place. We appreciate your patience as we continue to work to support all appropriate Genotropin patients.

**Genotropin® MiniQuick:**

Pfizer is experiencing temporary supply disruption for several Genotropin® (somatropin) MiniQuick dose presentations as a result of increased product demand over the past several months. Intermittent supply disruption for Genotropin® (somatropin) MiniQuick dose presentations may occur throughout 2023. We are committed to addressing the disruption as quickly as we can and have taken immediate steps to increase production. To help those patients who depend on this dose presentation, some inventory has been placed in medical reserve for direct shipment only. Customers should first check with local wholesalers for any potential remaining inventory before requesting a direct order from Pfizer distribution centers.

If inventory is not available from local wholesalers, Pfizer will distribute available inventory in accordance with its medical reserve process, which requires that customers complete a letter of medical necessity to request product on a per patient basis. Each patient will require an individual letter and letters should be emailed to [dropships@pfizer.com](mailto:dropships@pfizer.com). Orders will be filled on a first come, first serve basis and only with the required documentation, which should include:

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- Healthcare facility's business letterhead or email. Must include Healthcare facility's contact name, phone number, and address
- Patient's pharmacy, phone number, and address where the product will be shipped
- A statement that the Physician understands the product is in critically short supply and may become unavailable at any time
- A statement that this product is necessary for the patient, and there are no immediate suitable alternatives
- The product NDC, description and order quantity, not to exceed a 30-day supply
- If the Letter of Medical Necessity is forwarded by the pharmacy, please include the Wholesaler name and PO number
- Patient information should NOT be included

We understand this process requires additional work on your part and regret the inconvenience. We appreciate your understanding and assistance in ensuring that our critically low supplies of this product are directed to the patients most in need. If you have additional questions, contact Pfizer Customer Service at 800-533-4535, option 4 or at [dropships@pfizer.com](mailto:dropships@pfizer.com). Pfizer will notify customers as soon as supply is recovered and the medical reserve process is lifted.

Thank you for your patience as we work through this supply situation. We understand that any disruption is serious and Pfizer is working as quickly as possible to resolve these issues. We will continue to share updates as available to ensure you have the most current information. If you have other questions about Genotropin during this time, please contact your Pfizer sales representative for more information.

Thank you,  
Pfizer, Inc