

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



August 10, 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 this community and we are committed to transparency and continued support during this time.

**Genotropin® Pen Cartridge:**

Currently, Genotropin® (somatropin) cartridges (5mg and 12mg) are available for patients. Cartridges may be ordered from specialty pharmacies.

**Genotropin® Pen Device:**

Pfizer will have intermittent supply of the Genotropin® Pen 12 and Pen 5 devices throughout the rest of the year. Pen devices must be obtained through the Pfizer Bridge Program. The Pen has a use period of 2 years starting from the first use by the patient. Pens will be distributed to patients according to when the patient enrolled with the Bridge program and requested a new pen.

**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 drop shipment if supply is unavailable at the wholesaler. Customers should first check with local wholesalers for any potential remaining inventory before requesting a drop ship order through their wholesaler. If inventory is not available from local wholesalers, Pfizer will distribute available inventory in accordance with its medical reserve process. If you have additional questions, contact Pfizer Customer Service at 800-533-4535, option 4 or at [dropships@pfizer.com](mailto:dropships@pfizer.com).

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.

Click For Full [Prescribing Information](#)

Thank you for your patience as we work through this supply situation. 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