

March 5, 2012



## Drug Shortage Notice

As a valued customer of Calea, we wish to inform you of the following imminent drug shortages.

Sandoz, a division of Novartis, is a major supplier of injectable generic drugs in the Canadian marketplace. Calea purchases many Sandoz medications including numerous components of parenteral nutrition, opiates, anti-infectives, and others.

Sandoz recently announced that due to regulatory challenges they will be reducing production at their Canadian facility in Boucherville, QC by approximately 50%. This will unquestionably result in supply shortages and stock-outs for hospitals, for Calea, and for many other pharmacies across Canada.

Regrettably, for whatever reason, Sandoz has provided very short notice in announcing this situation, leaving pharmacies like Calea in a very difficult position. Further, they have not provided the marketplace with specific information regarding which medications are/will be affected, or when.

We expect the flow of information from Sandoz to be slow, and we anticipate that the shortages will last for 12-18 months minimum. Calea will provide customers with updates regularly and with as much detail as possible.

Calea is actively evaluating all options to best support our customers, and will be in touch with you on a regular basis as we adjust to this change.

Finally, please note that like all customers, Calea is on "fair share" allocation with Sandoz products and is therefore not in a position to sell or loan medications to other pharmacies.

Please note that some medications, particularly those used in palliative care are already in short supply. In order to provide medications to as many clients/patients as possible, Calea Pharmacy will:

- Periodically be unable to fill some prescriptions.
- Consult with physicians to recommend appropriate alternatives.
- Supply only one cassette of medication at a time, depending on availability.

Calea is currently evaluating all options to ensure that service interruption is minimized.

Questions can be directed to our customer service or pharmacy department 1 877 225 3201