

# MSGo, an Australian digital support program for patients with Multiple Sclerosis prescribed Fingolimod, Ofatumumab and Siponimod

L. Hatter<sup>1</sup>, A. McCulloch<sup>1</sup>, R. Montanus<sup>1</sup>, A. Radnidge<sup>1</sup>, A. Bailey<sup>1</sup>, F. Hammond<sup>1</sup>, M. Nelson<sup>2</sup>, G. Saad<sup>2</sup>, R. Walker<sup>2</sup>

RXPX

1: RxPx, Level 4, Camperdown, Australia  
2: Novartis Pharmaceuticals Australia, Neurosciences, Macquarie Park, Australia

NOVARTIS

## Background and Aim

The rapidly changing landscape of Disease Modifying Therapies (DMTs), pharmacovigilance and COVID-19 has added challenges to DMT pre-screening, onboarding, and ongoing support of patients with multiple sclerosis, with many clinics being restricted on physical attendance. MSGo, is a patient support program (PSP), sponsored by Novartis Pharmaceuticals, designed with features including experienced nurse support, an HCP portal, and a patient app with care partner function. The technology and service seamlessly keeps patients on track with their DMTs and appointments, whilst maintaining active communication with their healthcare team. The PSP is delivered by RxPx, an innovative global PSP provider and digital tech company. The RxPx technology aims to connect patients with doctors throughout their treatment journey, improving compliance through monitoring and the generation of real-time insights. This is complemented by a team of registered nurses and automation to assist patient follow up and education.<sup>9</sup>

The aim of this paper is to demonstrate the effectiveness of MSGo, which has evolved since the COVID-19 pandemic, as a resource of support, information, and communication for both the patient and treating MS team.

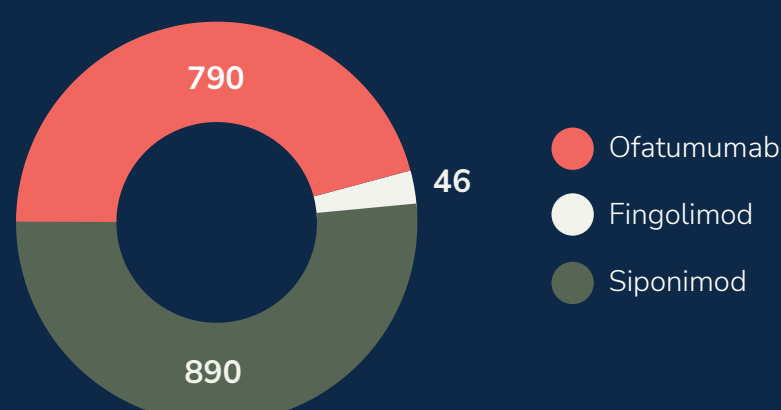
A recent report published by MS Australia in April 2022 investigating the MS Nurse care in Australia found that for 5% of the study participants their only interaction with an MS nurse was through a Pharma patient support program and this was their sole source of support.<sup>9</sup>

## Design

The software running the PSP provides an HCP portal for doctors to easily log in and keep track of their patients. The core support portal allows nurses to collaborate directly with patients to address disease modifying therapy (DMT) issues and questions, which promotes patient engagement and ultimately adherence. Nursing support also includes various touchpoints based around pre-screening, guiding patients to their closest pathology labs and optometrists for appropriate testing prior to commencing medication, and booking of first dose observations as required. As an example, the nurses support patients at commencement of siponimod medication to navigate the strict titration required, right through to maintenance dosing.

The patient app features personalised functions, such as medication reminders, appointment scheduling and relevant educational materials. The patient app also includes a care partner function, to enable monitoring of the patient through another mobile device.

### Patient numbers in program across medications

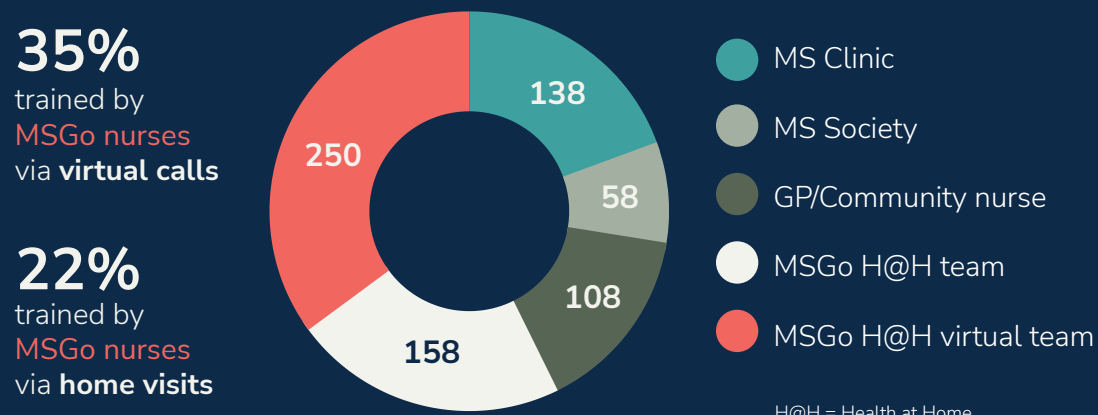


Uniquely, since COVID-19, telehealth guidance has become a valuable option for many ofatumumab patients where there were restrictions on clinic access, and remote community care reduced in varying state lockdowns. The telehealth guidance supported first injection training and supervision.

### Ofatumumab, self-injection patients



### Ofatumumab patients, numbers by training method



Patients on ofatumumab and siponimod utilising the MSGo app were sent satisfaction surveys every 3 months, to ascertain effectiveness of the programme (phone, app or email) since enrolling. The question responses are compiled and shown within results.

## Results

There are >1200 patients actively enrolled within the programme. The patient satisfaction survey resulted in an average score of 9 out of 10, across all facets of the PSP.

### Siponimod (MAYZENT)

Question	Results
How likely are you to recommend the MSGo program to other people treated with Mayzent?	8.91 (Survey Responses: 122/543)
How satisfied are you with the support you were provided for Mayzent titration?	9.12 (Survey Responses: 122/543)
How likely are you to recommend the MSGo nursing support to other people treated with Mayzent?	8.93 (Survey Responses: 97/571)
How likely are you to recommend the MSGo program to other people treated with Mayzent?	8.90 (Survey Responses: 97/571)
How satisfied are you with the MSGO nursing support you received over the phone?	9.23 (Survey Responses: 97/571)
Overall, how satisfied are you with the support you were provided for Mayzent?	8.90 (Survey Responses: 97/571)

### Ofatumumab (KESIMPTA)

Question	Results
How satisfied are you with the initial support provided by MSGo Kesimpta team?	9.11 (Survey Responses: 93/665)
How confident are you using the Kesimpta Sensoready Pen to deliver your treatment?	9.19 (Survey Responses: 144/675))
How likely are you to recommend the MSGo care at home program to other people treated with Kesimpta?	9.21 (Survey Responses: 156/675)
How satisfied are you with the virtual support you were provided by the MSGo Kesimpta team?	9.35 (Survey Responses: 63/596)

Anecdotally because of involvement with the PSP, patients reported greater adherence to their DMTs, greater support through the COVID-19 pandemic, and acknowledged the PSP as an important addition to their healthcare team.

### HCP Feedback

"The nurses, Lou, Elizabeth et al, have all been absolutely terrific helping to get patient's screening complete and dealing with lots of questions. We appreciate the updates about patients."

"The website is straightforward to use, although it would work better if OCT [optical coherence tomography] results were uploaded to the site."

"He mentioned numerous times that his memory is poor & really likes that there is a backup support system like MSGo."

"We've had really great feedback from patients in regard to MSGo service and the whole program in general, so thanks for making patient transitions onto medication so smooth, it's been really amazing."

### Patient Feedback

"Thank you so much for following up with HCP for me now I am moving towns. Lockdown has made it difficult for me to organise appointments etc"

"12-month call. Patient would like 1 more call in January 2022 as she finds the phone support comforting"

"All going well thanks to your great support and training! Appreciate the service provided and must say it has been amazing"

Patient stated, "most valuable part of this programme is the nurses on it – they are amazing!"

## Conclusion

Feedback on MSGo to date is encouraging and indicate that by streamlining the logistics around DMTs, this programme can close the gaps in MS patient support and lead to better outcomes, such as faster onboarding and better treatment adherence. The qualitative survey responses and results demonstrate a real need for patients to be supported during their DMT journey, particularly in situations where the PSP nurses are the sole source of support. Ongoing feedback from patients and HCPs allows the programme to evolve and improve based on the needs required.

**Disclosures:** Louise Hatter has been the recipient in the past of travel assistance and honoraria for participation in industry sponsored meetings from, and has provided advice to Merck, Novartis, Roche and Sanofi-Aventis. She is also an employee of RxPx. Andrea Bailey is an employee of RxPx. Fiona Hammond is an employee of RxPx. Andrea McCulloch is an employee of RxPx. Rebecca Montanus is an employee of RxPx. Alexandra Radnidge is an employee of RxPx. Morag Nelson is an employee of Novartis Pharmaceuticals Australia. Gina Saad is an employee of Novartis Pharmaceuticals Australia. Rob Walker is an employee of Novartis Pharmaceuticals Australia.

**References:** a. RxPx, Data on file b. Chen, J, Campbell, J, Van der Mei, I, Taylor, B, Bardsley, B, Shapland, S & Burke, T (2022). MS Nurse Care in Australia, patterns of access and impact on health outcomes. Multiple Sclerosis Australia report. [https://www.msaustralia.org.au/wp-content/uploads/2022/04/msa\\_ms-nurses-report\\_web.pdf](https://www.msaustralia.org.au/wp-content/uploads/2022/04/msa_ms-nurses-report_web.pdf)

Find out more here



rxpx.health