

Novartis Position on Collaborating with Patient Organizations



As an important voice of patients around the world, patient organizations have expanded and evolved the active role of patients in the healthcare ecosystem. By drawing upon the unique expertise and experiences of the patients they serve, patient organizations are a key driving force in making healthcare more patient centred. To this end, patient organizations partner with a number of stakeholders in the healthcare community including pharmaceutical companies. Joint projects may relate to informing the development process for a new medicine, the gathering of information on diseases, treatments and available clinical trials, or the development of patient support programs.

Novartis Position

- Novartis is committed to open dialogue and transparent exchange of information with patient organizations. We see patient groups as a key partner in our decision-making throughout the medicines lifecycle. We believe that incorporating the patient perspective in our decision-making ultimately allows us to develop better medicines for the benefit of patients with unmet needs.
- We also engage in support of policies and initiatives that aim to make the patient voice an integral part, e.g. of the approval and health technology assessment process for new medicines. We believe that systematic involvement contributes toward building more patient-centered healthcare systems.
- Novartis is committed to sharing balanced, accurate, and easy-to-understand scientific information with patient organizations, as permitted by law. Through appropriate exchange of information on diseases, treatment options, available clinical trials, and health policies, we aspire to enable patient organizations to effectively serve their communities. Novartis actively supports multi-stakeholder collaborations that empower patient organizations with relevant information.
- In all of Novartis' interactions with patient organizations, we strive to build relationships based on mutual respect and trust. We have developed internal guidelines on interacting with patient organizations to establish consistently high standards of ethics and transparency.
- Novartis engages with patient organizations in recognition of their unique skills, expertise and perspectives. We pledge to fully respect their independence and integrity. Patient organizations are neither required nor encouraged to promote or endorse Novartis products and services. We do not initiate or drive the initiation of a new patient organization and strive not to be the sole funder of any patient organization. When engaging patient organization representatives as speakers, Novartis will compensate them for their time and expenses according to local laws and regulations on a fair market value basis.
- In situations where access to medicines is a challenge, Novartis aims to provide patient organizations with up-to-date information on a broad range of our access solutions including patient assistance programs and social business models.
- Novartis annually discloses monetary and non-monetary support to patient organizations around the globe. For each organization we support, we disclose their name as well as the value and purpose of the funding, in full compliance with local laws and industry codes.
- For broader perspective on the subject please consult Novartis Commitment to Patients and Caregivers ([Novartis commitment to patients and caregivers | Novartis](#))

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