

# VIAGRA CONNECT<sup>®</sup> at the counter

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Patient supply scenario cards  
for Pharmacy Support Colleagues



Sildenafil



## How to use this item

These scenario cards provide some of the most useful and frequently seen patient scenarios for VIAGRA CONNECT®. The cards are designed to be kept under the counter or close at hand, so you can use them as a tool in order to gain confidence in approaching these conversations with customers.

The Pharmacy Checklist is available to help you accurately assess patients' suitability for treatment with VIAGRA CONNECT. You can use it to help you:

- Determine if the patient has any medical conditions or is taking any medications that are contraindicated with VIAGRA CONNECT
- Determine a patient's fitness for physical activity
- Counsel patients on correct usage of the product.

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**Remember:** Always advise your customer that he should see his GP within 6 months of his first VIAGRA CONNECT supply.

# Mr. Vella feels that his ED treatment isn't working for him

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**Age:** 42

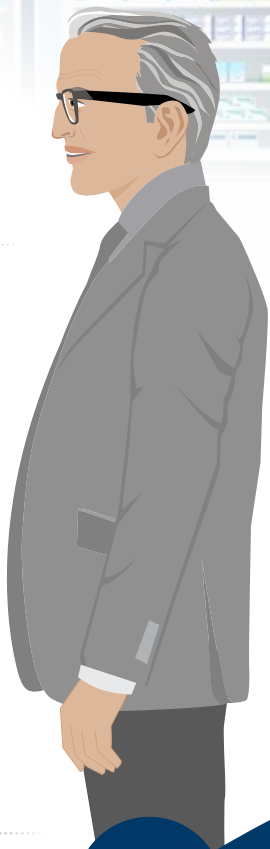
**Situation:** Visits the pharmacy to enquire about VIAGRA CONNECT. He recently filled a prescription for VIAGRA but feels the treatment hasn't worked and is unsure why. Mr. Vella asks whether he could take VIAGRA CONNECT as well, thinking that the combination would work better.

**Health:** Generally in good health except for being overweight.

**Medication and lifestyle:**

- VIAGRA 100mg on prescription
  - Recent weight loss and diet changes on advice from his doctor.
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**Should you supply VIAGRA CONNECT to Mr. Vella?**

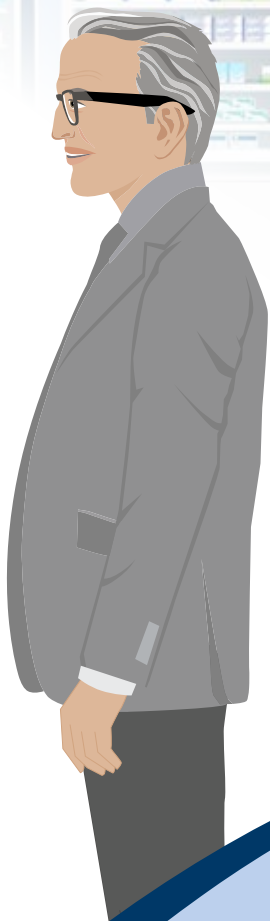




VIAGRA CONNECT cannot be supplied to Mr. Vella, because he is already being treated with the same medication on prescription at a different strength.

**What should you do next?**

- Explain that VIAGRA CONNECT cannot be supplied to men who are already taking a treatment for erection problems
- Explain that for some people, treatment may not work immediately
- Complete the 'no supply' tear-off slip at the bottom of the Pharmacy Checklist and provide it to Mr. Vella.
- Advise that he visits his GP for further advice should treatment not provide him with a satisfactory response after completing his prescription.



# Mr. Ribas is taking other medications

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**Age:** 58

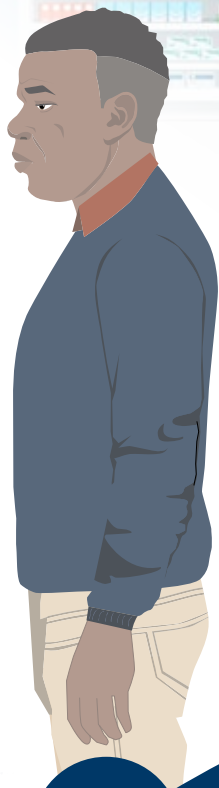
**Situation:** Mr. Ribas has approached you in the pharmacy and asked to speak in private. He tells you that he saw an advertisement for VIAGRA CONNECT and would be interested in giving it a try. Upon following the Pharmacy Checklist, you find the following:

**Health:** Diagnosed with pulmonary hypertension 6 months ago, which can leave him short of breath and low on energy. He also has chronic obstructive pulmonary disease (COPD)

**Medication and lifestyle:**

- Prior smoker, stopped 4 years ago
  - Receiving treatment with riociguat
  - Uses an inhaler for his COPD.
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**Should you supply VIAGRA CONNECT to Mr. Ribas?**

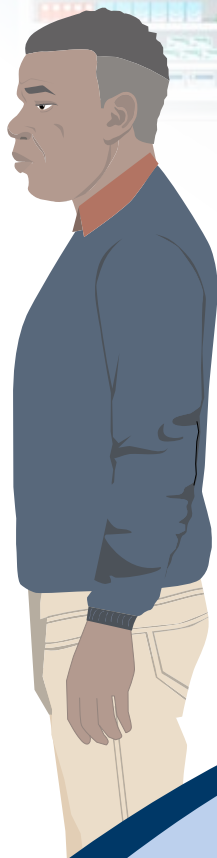




VIAGRA CONNECT cannot be supplied to Mr. Ribas, because co-administration of sildenafil with guanylate cyclase stimulators, such as riociguat, is contraindicated.

**What should you do next?**

- Explain that treatments like VIAGRA CONNECT are known to interact with riociguat, so these treatments cannot be used in combination
- Complete the 'no supply' tear-off slip at the bottom of the Pharmacy Checklist and provide it to Mr. Ribas
- Recommend that he visits his doctor for further advice.



# Mrs. Quinn would like a repeat supply for her husband

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**Situation:** Mrs. Quinn and her husband visit your pharmacy regularly. 2 weeks ago, Mr. Quinn was supplied with an 8-tablet pack of VIAGRA CONNECT. Mrs. Quinn has returned today to ask whether she can collect a further supply on her husband's behalf.

**Age:** Mr. Quinn is 51

**Health:** Mrs. Quinn tells you there have been no changes to her husband's health or medication in the past 2 weeks.

**Medication and lifestyle:**


- VIAGRA CONNECT at recommended dose
- Follows sensible diet and exercise regime.



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**Should you supply VIAGRA CONNECT to Mrs. Quinn?**





Mrs. Quinn's husband is known to your pharmacy and there has been no change since Mr. Quinn completed the Pharmacy Checklist 2 weeks ago. You ask the pharmacist who confirms that a further supply of VIAGRA CONNECT is appropriate.

### **Checks**

- Check with Mrs. Quinn that VIAGRA CONNECT is working for her husband and he is getting the benefit he needs.

### **What should you do next?**

- Remind Mrs. Quinn that the maximum dose is 1 tablet per day
- Remind Mrs. Quinn that her husband should see his GP within 6 months from first supply of VIAGRA CONNECT
- Contact Mr. Quinn by phone if any further information is required.





# Mr. Timms has high blood pressure

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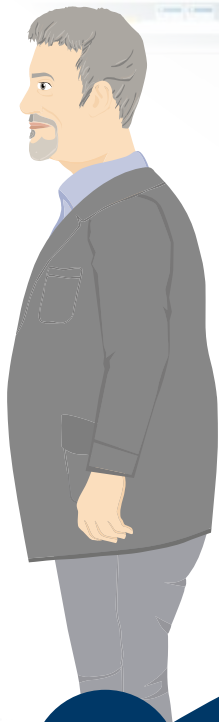
**Age:** 57

**Situation:** Difficulties sustaining an erection and wonders if VIAGRA CONNECT would help. Upon following the Pharmacy Checklist, you find the following:

**Health:** High blood pressure, which has been stable for the last 3 months after a year of difficult control. Also has high cholesterol.

**Medication and lifestyle:**


- Combination of 2 different blood pressure medications and a cholesterol-lowering medication which are not contraindicated with VIAGRA CONNECT
- Recent weight loss and diet changes to help with high blood pressure and cholesterol
- No contraindicated medical conditions and blood pressure is stable.



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**Should you supply VIAGRA CONNECT to Mr. Timms?**

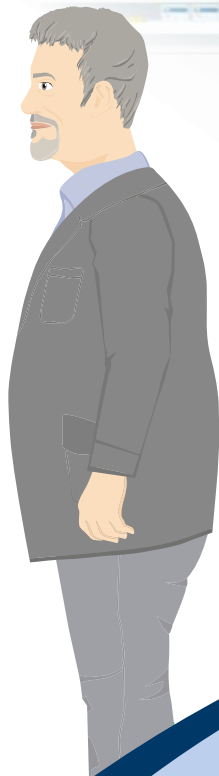




VIAGRA CONNECT can be supplied to Mr. Timms, because his hypertension is now controlled and he is not taking any contraindicated medications. He appears fit for physical activity.

**What should you do next?**

- Advise Mr. Timms of the common side effects with VIAGRA CONNECT
- Advise him on the dosing and to tell his GP within the next 6 months that he is using VIAGRA CONNECT
- Advise him to come back if he has any problems, or if there are any changes to his health or medication.



# Mr. Foster is struggling to keep up with his girlfriend

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**Age:** 36

**Situation:** Has recently found a new girlfriend, who is hard to satisfy. He is finding his recovery period longer than usual and wants something to 'pep him up'. Upon following the Pharmacy Checklist, you find the following:

**Health:** Good; no medical issues and no issues with getting an erection or sexual intercourse.

**Medication and lifestyle:**

- No medications
- Follows good diet and exercise regime
- No contraindicated medical conditions.

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**Should you supply VIAGRA CONNECT to Mr. Foster?**

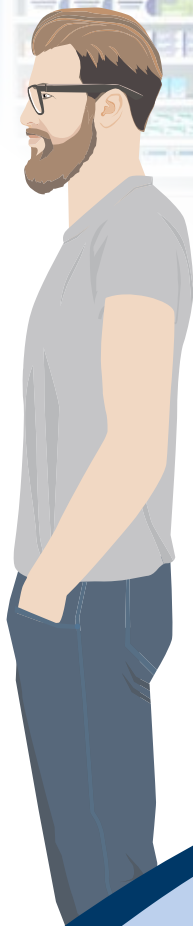




VIAGRA CONNECT cannot be supplied to Mr. Foster, because it will not enhance performance in men without erection problems.

**What should you do next?**

- Explain that VIAGRA CONNECT is only indicated for men who have erection problems
- Explain what erection problems are and why he does not have erection problems
- Complete the 'no supply' tear-off slip at the bottom of the Pharmacy Checklist and provide it to Mr. Foster.



# Mr. King would like a repeat supply

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**Age:** 42

**Situation:** Came into your pharmacy last week and after taking him through the Pharmacy Checklist, you supplied an 8-tablet pack of VIAGRA CONNECT. He is back this week and has asked for a further supply of 8 tablets.

**Health:** No concerns that might limit the ability to re-supply.

**Medication and lifestyle:**

- VIAGRA CONNECT at recommended dose
- Follows sensible diet and exercise regime.

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**Should you supply VIAGRA  
CONNECT to Mr. King?**



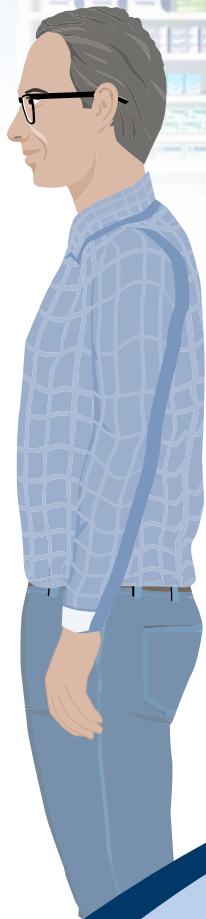


## Checks

- Check that the customer has a slip for re-supply
- Check that the drug is working for him and that he is getting the benefit he needs.

## What should you do next?

- Provided there has been no change since Mr. King completed the Pharmacy Checklist, you can provide a further supply of VIAGRA CONNECT
- Remind Mr. King that the maximum dose is 1 tablet per day
- Remind him to see his GP within 6 months from first supply of VIAGRA CONNECT.



# Mr. Jones has unidentified heart conditions

**Age:** 65

**Situation:** Regular customer who is enquiring about VIAGRA CONNECT for the first time. He is worried that his erection problems have become more regular and are affecting his relationship. Upon following the Pharmacy Checklist, you find the following:



**Health:** Mr. Jones tells you he suffers from angina and he occasionally gets out of breath, but is closely monitored by his doctor.

**Medication and lifestyle:**

- Taking a beta blocker and another cardiovascular medication which are not contraindicated with VIAGRA CONNECT
- Has been trying to be more physically active on his doctor's advice.

**Should you supply VIAGRA CONNECT to Mr. Jones?**





VIAGRA connect may be supplied to Mr. Jones. His medications are not contraindicated but could be contributing to his erection problems as a side effect. He may also be using a nitrate medication to treat or prevent angina symptoms when needed. It is important to inform Mr. Jones that nitrates must not be used at the same time as VIAGRA CONNECT.

### **What should you do next?**

Due to the complexity of this scenario, you should confirm with the pharmacist that it is appropriate to supply VIAGRA CONNECT. If the pharmacist determines that VIAGRA CONNECT is suitable for Mr. Jones:

- Advise Mr. Jones of the common side effects with VIAGRA CONNECT
- Advise him on the dosing and to tell his GP within the next 6 months that he is using VIAGRA CONNECT
- Advise him to come back if he has any problems, or if there are any changes to his health or medication.

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\* If the pharmacist cannot determine that VIAGRA CONNECT is suitable for Mr. Jones, they should refuse supply and refer him to his GP.



# Mr. Lowry has a hectic lifestyle

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**Age:** 35

**Situation:** Mr. Lowry asks to see you in private. He says he has been working long hours, and hasn't been eating properly or sleeping well. After a particularly stressful period at work, he has been finding it difficult to get and maintain an erection hard enough for satisfactory sex, and is keen to try VIAGRA CONNECT. Upon following the Pharmacy Checklist, you find the following:

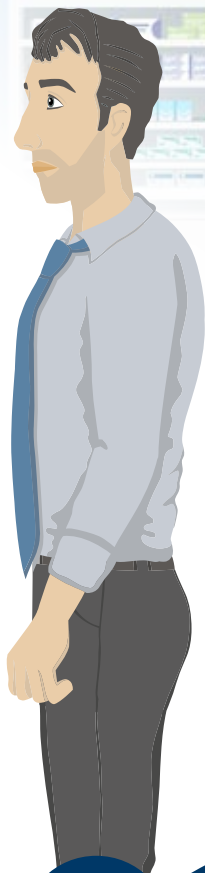
**Health:** Relatively good, although he says he would like to lose weight and improve his fitness.


**Medication history and lifestyle:**

- Often relies on convenience food and struggles to make time for exercise
- Drinks alcohol most nights.

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**Should you supply VIAGRA CONNECT to Mr. Lowry?**

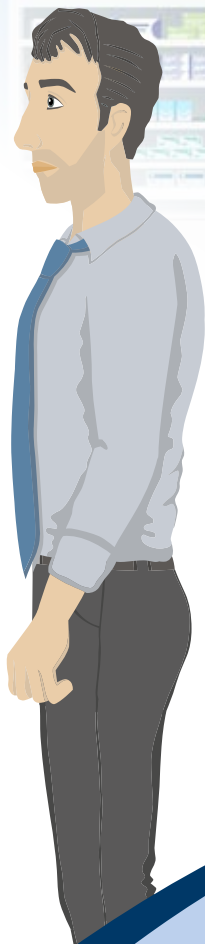




VIAGRA CONNECT can be supplied to Mr. Lowry. However, lifestyle changes may also help to improve his erection problems.

**What should you do next?**

- Advise Mr. Lowry of the common side effects with VIAGRA CONNECT
- Provide appropriate advice on lifestyle factors and general healthy living
- Advise him on the dosing and to tell his GP within the next 6 months that he is using VIAGRA CONNECT
- Advise him to come back if he has any problems, or if there are any changes to his health or medication.



# Mr. Singh has performance anxiety

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**Age:** 39

**Situation:** Divorced 3 years ago and has just found a new partner. Has had occasional erection problems over the last 3 months and is anxious about performing well in bed. He doesn't want it to affect their relationship. Upon following the Pharmacy Checklist, you find the following:

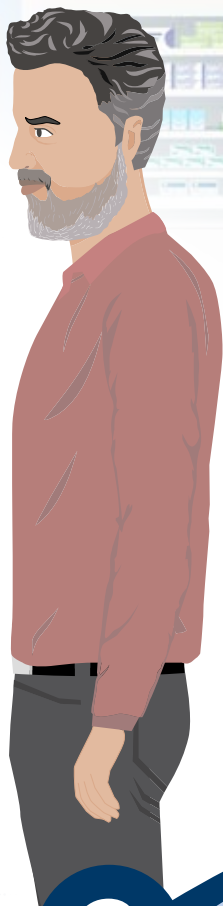
**Health:** Relatively good, with nothing untoward in a routine check-up 5 months ago.


**Medication and lifestyle:**

- Takes ibuprofen occasionally for backache
- Prior smoker, stopped 8 years ago
- No contraindicated medical conditions.

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**Should you supply VIAGRA CONNECT to Mr. Singh?**

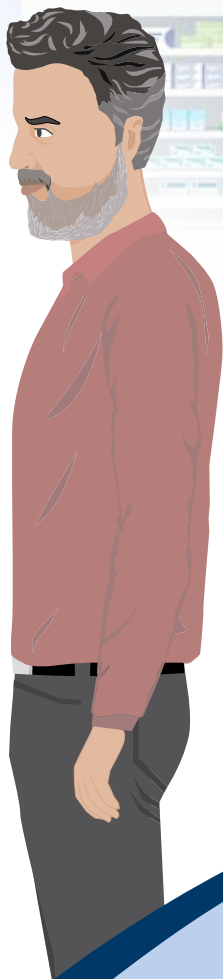




VIAGRA CONNECT can be supplied to Mr. Singh. The Pharmacy Checklist and your professional judgement indicate that he has low cardiovascular risk, is in good health and is fit for physical activity.

**What should you do next?**

- Reassure Mr. Singh that VIAGRA CONNECT usually works the first or second time – but for maximum benefit it can take up to 8 separate doses with maximum 1 dose per day, especially in men who have not had sexual intercourse for some time
- Advise him that if he doesn't respond after 8 doses, he should consult his GP
- Ask him to tell his GP within the next 6 months that he is using VIAGRA CONNECT.



## PRODUCT INFORMATION

VIAGRA CONNECT 50mg Film Coated Tablets

**Active ingredient(s):** Sildenafil **Product licence number:** PL 00165/0392

**Name and address of the product licence holder:** Pfizer Consumer Healthcare Ltd, Ramsgate Road, Sandwich, Kent, CT13 9NJ, UK

**Supply classification:** P **Indications:** For Erectile Dysfunction in adult men. **Side effects:** The safety profile of VIAGRA is based on > 9,000 patients in > 70 double-blind placebo controlled clinical studies. The most commonly reported adverse reactions in clinical studies among sildenafil treated patients were headache, flushing, dyspepsia, nasal congestion, dizziness, nausea, hot flush, visual disturbance, cyanopsia and vision blurred. Adverse reactions from post marketing surveillance has been gathered covering an estimated period >10 years. Because not all adverse reactions are reported to the Marketing Authorisation Holder and included in the safety database, the frequencies of these reactions cannot be reliably determined. Very Common ( $\geq 1/10$ ): Headache. Common ( $\geq 1/100$  and  $<1/10$ ): Dizziness, Visual colour distortions (Chloropsia, Chromatopsia, Cyanopsia, Erythroptasia and Xanthopsia), Visual disturbance, Vision blurred, Flushing, Hot flush, Nasal congestion, Nausea, Dyspepsia. Uncommon ( $\geq 1/1,000$  and  $<1/100$ ): Rhinitis, Hypersensitivity; Somnolence; Hypoaesthesia, Lacrimation disorders (Dry eye, Lacrimal disorder and Lacrimation increased), Eye pain, Photophobia, Photopsia, Ocular hyperaemia, Visual brightness, Conjunctivitis, Vertigo, Tinnitus, Tachycardia, Palpitations, Hypertension, Hypotension, Epistaxis, Sinus congestion, Gastro Oesophageal reflux disease, Vomiting, Abdominal pain upper, Dry mouth, Rash, Myalgia, Pain in extremity, Haematuria, Chest pain, Fatigue, Feeling hot, Heart rate increased. Rare ( $\geq 1/10,000$  and  $<1/1,000$ ): Cerebrovascular accident, Transient ischaemic attack, Seizure, Seizure recurrence, Syncope, Non-arteritic anterior ischaemic optic neuropathy (NAION), Retinal vascular occlusion, Retinal haemorrhage, Arteriosclerotic retinopathy, Retinal disorder, Glaucoma, Visual field defect, Diplopia, Visual acuity reduced, Myopia, Asthenopia, Vitreous floaters, Iris disorder, Mydriasis, Halo vision, Eye oedema, Eye swelling, Eye disorder, Conjunctival hyperaemia, Eye irritation, Abnormal sensation in eye, Eyelid oedema, Scleral discoloration, Deafness, Sudden cardiac death, Myocardial infarction, Ventricular arrhythmia, Atrial fibrillation, Unstable angina, Throat tightness, Nasal oedema, Nasal dryness, Hypoaesthesia oral, Stevens-Johnson Syndrome (SJS), Toxic Epidermal Necrolysis (TEN), Penile haemorrhage, Priapism, Haemospermia, Erection increased, Irritability

**Precautions:** Erectile dysfunction can be associated with a number of contributing conditions, e.g. hypertension, diabetes mellitus, hypercholesterolaemia or cardiovascular disease. As a result, all men with erectile dysfunction should be advised to consult their doctor within 6 months for a clinical review of potential underlying conditions and risk factors associated with erectile dysfunction (ED). If symptoms of ED have not improved after taking VIAGRA CONNECT on several consecutive occasions, or if their erectile dysfunction worsens, the patient should be advised to consult their doctor. Cardiovascular risk factors: Since there is a degree of cardiac risk associated with sexual activity, the cardiovascular status of men should be considered prior to initiation of therapy. Agents for the treatment of erectile dysfunction, including sildenafil, are not recommended to be used by those men who with light or moderate physical activity, such as walking briskly for

20 minutes or climbing 2 flights of stairs, feel very breathless or experience chest pain. The following patients are considered at low cardiovascular risk from sexual activity: patients who have been successfully revascularised (e.g. via coronary artery bypass grafting, stenting, or angioplasty), patients with asymptomatic controlled hypertension, and those with mild valvular disease. These patients may be suitable for treatment but should consult a doctor before resuming sexual activity. Patients previously diagnosed with the following must be advised to consult with their doctor before resuming sexual activity: uncontrolled hypertension, moderate to severe valvular disease, left ventricular dysfunction, hypertrophic obstructive and other cardiomyopathies, or significant arrhythmias. Sildenafil has vasodilator properties, resulting in mild and transient decreases in blood pressure (see section 5.1). Patients with increased susceptibility to vasodilators include those with left ventricular outflow obstruction (e.g., aortic stenosis), or those with the rare syndrome of multiple system atrophy manifesting as severely impaired autonomic control of blood pressure. Men with these conditions must not use the product without consulting a doctor. Sildenafil potentiates the hypotensive effect of nitrates (see section 4.3). Serious cardiovascular events, including myocardial infarction, unstable angina, sudden cardiac death, ventricular arrhythmia, cerebrovascular haemorrhage, transient ischaemic attack, hypertension and hypotension have been reported post-marketing in temporal association with the use of sildenafil. Most, but not all, of these patients had pre-existing cardiovascular risk factors. Many events were reported to occur during or shortly after sexual intercourse and a few were reported to occur shortly after the use of sildenafil without sexual activity. It is not possible to determine whether these events are related directly to these factors or to other factors. Priapism: Patients who have conditions which may predispose them to priapism (such as sickle cell anaemia, multiple myeloma or leukaemia), should consult a doctor before using agents for the treatment of erectile dysfunction, including sildenafil. Prolonged erections and priapism have been occasionally reported with sildenafil in post-marketing experience. In the event of an erection that persists longer than 4 hours, the patient should seek immediate medical assistance. If priapism is not treated immediately, penile tissue damage and permanent loss of potency could result. Concomitant use with other treatments for erectile dysfunction: The safety and efficacy of combinations of sildenafil with other treatments for erectile dysfunction have not been studied. Therefore the use of such combinations is not recommended. Effects on vision: Cases of visual defects have been reported spontaneously in connection with the intake of sildenafil and other PDE5 inhibitors (see section 4.8). Cases of non-arteritic anterior ischaemic optic neuropathy, a rare condition, have been reported spontaneously and in an observational study in connection with the intake of sildenafil and other PDE5 inhibitors (see section 4.8). Patients should be advised that in the event of any sudden visual defect, they should stop taking VIAGRA CONNECT and consult a physician immediately (see section 4.3). Concomitant use with CYP3A4 inhibitors: Pharmacokinetic analysis of clinical trial data indicated a reduction in sildenafil clearance when co-administered with CYP3A4 inhibitors (such as ketoconazole, itraconazole, erythromycin, cimetidine). Although, no increased incidence of adverse events was observed in these patients, they should be advised to consult a doctor before taking VIAGRA CONNECT as a

25 mg tablet may be more suitable for them (see section 4.5 for further information). Concomitant use with alpha-blockers: Caution is advised when sildenafil is administered to patients taking an alpha-blocker, as the co-administration may lead to symptomatic hypotension in a few susceptible individuals (see section 4.5). This is most likely to occur within 4 hours post sildenafil dosing. In order to minimise the potential for developing postural hypotension, patients should be hemodynamically stable on alpha-blocker therapy prior to initiating sildenafil treatment. Thus, patients taking alpha blockers should be advised to consult their doctor before taking VIAGRA CONNECT as a 25 mg tablet may be more suitable for them. Treatment should be stopped if symptoms of postural hypotension occur, and patients should seek advice from their doctor on what to do. Effect on bleeding: Studies with human platelets indicate that sildenafil potentiates the antiaggregatory effect of sodium nitroprusside in vitro. There is no safety information on the administration of sildenafil to patients with bleeding disorders or active peptic ulceration. Therefore the use of sildenafil is not recommended in those patients with history of bleeding disorders or active peptic ulceration, and should only be administered after consultation with a doctor. Hepatic impairment: Patients with hepatic impairment must be advised to consult their doctor before taking VIAGRA CONNECT, since a 25 mg tablet may be more suitable for them (see section 4.2 and 5.2 for further information). Renal impairment: Patients with severe renal impairment (creatinine clearance <30 mL/min), must be advised to consult their doctor before taking VIAGRA CONNECT, since a 25 mg tablet may be more suitable for them (see section 4.2 and 5.2 for further information). Lactose: The film coating of the tablet contains lactose. VIAGRA CONNECT should not be administered to men with rare hereditary problems of galactose intolerance, Lapp lactase deficiency or glucose-galactose malabsorption. Use with alcohol Drinking excessive alcohol can temporarily reduce a man's ability to get an erection. Men should be advised not to drink large amounts of alcohol before sexual activity. **Contra-indications:** Hypersensitivity to the active substance or to any of the excipients listed in section 6.1. Consistent with its known effects on the nitric oxide/cyclic guanosine monophosphate (cGMP) pathway (see section 5.1), sildenafil was shown to potentiate the hypotensive effects of nitrates, and its co-administration with nitric oxide donors (such as amyl nitrite) or nitrates in any form is therefore contraindicated. Co-administration of VIAGRA CONNECT with ritonavir (a highly potent P450 enzyme inhibitor) is contraindicated (see section 4.5). The co-administration of phosphodiesterase type 5 (PDE5) inhibitors, including sildenafil, with guanylate cyclase stimulators, such as riociguat, is contraindicated as it may potentially lead to symptomatic hypotension (see section 4.5). Agents for the treatment of erectile dysfunction, including sildenafil, should not be used by those men for whom sexual activity may be inadvisable, and these patients should be referred to their doctor. This includes patients with severe cardiovascular disorders such as a recent (6 months) acute myocardial infarction (AMI) or stroke, unstable angina or severe cardiac failure. Sildenafil should not be used in patients with severe hepatic impairment, hypotension (blood pressure < 90/50 mmHg) and known hereditary degenerative retinal disorders such as retinitis pigmentosa (a minority of these patients have genetic disorders of retinal phosphodiesterases). This is because the safety of sildenafil has not been studied in these sub-groups of patients, and its use is

therefore contraindicated. Sildenafil is contraindicated in patients who have loss of vision in one eye because of non-arteritic anterior ischaemic optic neuropathy (NAION), regardless of whether this episode was in connection or not with previous PDE5 inhibitor exposure (see section 4.4). VIAGRA CONNECT should not be used in patients with anatomical deformation of the penis (such as angulation, cavernosal fibrosis or Peyronie's disease). VIAGRA CONNECT is not indicated for use by women. The product is not intended for men without erectile dysfunction. This product is not intended for men under 18 years of age. **Dosage and Method of use:** For Oral Use: Adults: The recommended dose is one 50 mg tablet taken with water approximately one hour before sexual activity. The maximum recommended dosing frequency is once per day. If VIAGRA CONNECT is taken with food, the onset of activity may be delayed compared to the fasted state (see section 5.2). Patients should be advised that they may need to take VIAGRA CONNECT a number of times on different occasions (a maximum of one 50 mg tablet per day), before they can achieve a penile erection satisfactory for sexual activity. If after several attempts on different dosing occasions patients are still not able to achieve a penile erection sufficient for satisfactory sexual activity, they should be advised to consult a doctor. Elderly: Dosage adjustments are not required in elderly patients ( $\geq 65$  years old). Renal Impairment: No dosage adjustments are required for patients with mild to moderate renal impairment. However, since sildenafil clearance is reduced in individuals with severe renal impairment (creatinine clearance  $<30$ ml/min), individuals previously diagnosed with severe renal impairment must be advised to consult their doctor before taking VIAGRA CONNECT, since a 25 mg tablet may be more suitable for them (see section 4.4 for further information). Hepatic Impairment: Sildenafil clearance is reduced in individuals with hepatic impairment (e.g. cirrhosis). Individuals previously diagnosed with mild to moderate hepatic impairment must be advised to consult their doctor before taking VIAGRA CONNECT, since a 25 mg tablet may be more suitable for them (see section 4.4 for further information). The safety of sildenafil has not been studied in patients with severe hepatic impairment, and its use is therefore contraindicated (see section 4.3). Paediatric population: VIAGRA CONNECT is not indicated for individuals below 18 years of age. Use in patients taking other medicinal products: Pharmacokinetic analysis of clinical trial data indicated a reduction in sildenafil clearance when co-administered with CYP3A4 inhibitors (such as ritonavir, ketoconazole, itraconazole, erythromycin, cimetidine). With the exception of ritonavir, for which co-administration with sildenafil is contraindicated (see section 4.3), individuals receiving concomitant treatment with CYP3A4 inhibitors must be advised to consult their doctor before taking VIAGRA CONNECT, since a 25 mg tablet may be more suitable for them (see section 4.4 for further information). In order to minimise the potential of developing postural hypotension in patients receiving alpha blocker treatment (e.g. alfuzosin, doxazosin or tamsulosin), patients should be stabilised on alpha blocker therapy prior to initiating sildenafil treatment. Thus, patients taking alpha blockers must be advised to consult their doctor before taking VIAGRA CONNECT since a 25 mg tablet may be more suitable for them (see sections 4.4 and 4.5). **Cost:** 4 pack £16.66 (exc VAT) and 8 pack £29.16 (exc Vat)

**Date:** November 2017