Appropriate Use of Products

(Related SDGs)

New drug safety management

After the launch of a new drug, adverse reactions that were not discovered in clinical trials are sometimes reported. We quickly collect that information, analyze it, and provide feedback to the medical front lines. We are moving forward with proactive safety management activities that incorporate new safety measures. We believe that these activities help prevent the expansion of adverse reactions from new drugs and promote appropriate usage on the medical front lines.

Edaravone (Japan product name: Radicut), which was discovered by the Company, was approved as an ALS treatment agent in the U.S. in 2017 (U.S. product name: Radicava). Currently, we are advancing global initiatives with a view to other countries and regions. When Radicava is used overseas, it is used in a medical environment that is different from that in Japan, and accordingly it will be necessary to exercise caution in safety management. We have experience promoting proper use based on the abundant safety information we have accumulated. Making full use of that experience, and giving consideration to the overseas regulatory and medical environments, we will work to collect and provide safety information to foster the proper use of Radicut/Radicava and to contribute to improvement in the quality of life of ALS patients.

Providing comprehensive information through the Medical Information Center

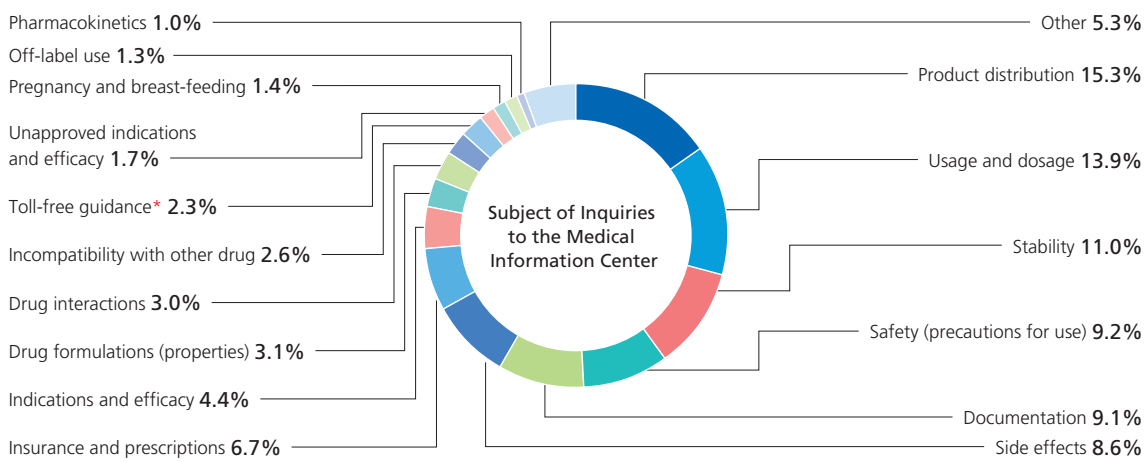
Mitsubishi Tanabe Pharma has established its own Medical Information Center to respond directly to inquiries from patients and healthcare professionals (physicians, pharmacists, wholesalers, and others). For patients, this is the only company information center. With a motto of "reliable, accurate, and prompt," the center provides information that is easy to understand while at the same time making certain not to dispense the type of medical advice that should only come from a physician. We are working each day to improve our skills so that we identify the true needs behind the inquiries and respond in a way that increases the satisfaction of the people making inquiries.

The Medical Information Center receives more than 50,000 inquiries a year on a wide range of subjects. It also provides information on the appropriate use of the Company's products while utilizing basic pharmaceutical information and the in-house Q&A system.

Furthermore, information that the center receives about safety and quality, such as information about side effects, is shared with related departments. In this way, the center helps improve product reliability. In addition, since October 2017 we have been building a framework for effectively sharing within the Company the valuable information that is collected by the center. We are working to reflect customer feedback in product improvements and in the future discovery of new products.

From April 2019, we will be in charge of maintaining pharmaceutical information at the Medical Information Center including the creation of product Q&As provided through our website. We will reflect the needs of customers more rapidly than before, which will help us to provide valuable information. Moving forward, the center will respond flexibly to changes in the times and provide appropriate usage information for pharmaceuticals in a reliable, accurate, and prompt manner. In this way, we will work to contribute to improved health for patients.

Subject of inquiries to the Medical Information Center (FY 2018)



* Toll-free guidance to redirect consumers by providing the correct contact information