



Pharmaceutical Products

June 23rd, 2017

Subject: Sodium Bicarbonate Injection USP (8.4% - 1 mEq/mL)



Dear Healthcare Professional,

As an update to our communication sent on June 20th, Pfizer Canada would like to provide additional information on the shortage of **Sodium Bicarbonate Injection USP (8.4% - 1 mEq/mL)**. We understand and regret the challenges the backorder poses to clinicians and patients.

We would like to reassure you that Pfizer is working hard to restore supply of Sodium Bicarbonate Injection. We have prioritized and expedited the manufacture of the syringe format while substantially increasing regular production volumes for Canada. We will continue to work diligently to alleviate backorders while ensuring the highest quality and safety standards for all of our products.

Pfizer is making the syringe format available to hospitals for critical use only in limited quantities, and will be managing supply of all formats carefully to minimize the amount of disruption this backorder may cause. We are in regular contact with hospitals to help manage their specific needs and are monitoring supply levels on a continuous basis to ensure an equitable allocation of this product until supplies return to normal levels.

We are also asking clinicians to make every effort to reserve supplies for critical care uses only, and avoid using product for non-essential purposes. The allocations put in place will ensure equitable distribution of our product on hand. Allocations are continuously monitored and will be revised as we reach milestones in our replenishment plan.

Pfizer has not received reports of any adverse events associated with this issue and is carefully monitoring for any potential safety event that may arise from this situation. Pfizer places the utmost emphasis on patient safety and product quality at every step in the manufacturing and supply chain process.

Pfizer will provide an official communication in the coming week with additional details and directions intended to healthcare professionals.

Pfizer has reallocated our resources internally to ensure dedicated contacts for the effective management of the inquiries. As a result, the process for obtaining information is as follows:

- **Medical Inquiries:** Please contact Medical Information at 1-800-463-6001.
- **Allocation Inquiries:** Please contact our Allocation Specialist at allocation@pfizer.com. Alternatively, the allocation desk can be contacted by phone at 1-800-267-2553 ext. 4410.
- **General Inquiries:** Please contact our Customer Service Group at 1-800-387-4974.

Sincerely,

Denis Tremblay
Director, Customer Relations
PFIZER CANADA INC.
DT/CR