



# **MedaSystems User Guide for HCPs for Gilead Sciences, Inc.**

30 July 2025

The MedaSystems platform empowers global managed access programs.

*This user guide is intended for healthcare providers (HCPs)  
for educational purposes to help you navigate the portal.*

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## Initial Helpful Reminders:

To raise a request for all new patients, visit <https://ea.medasystems.com/intake/gilead>

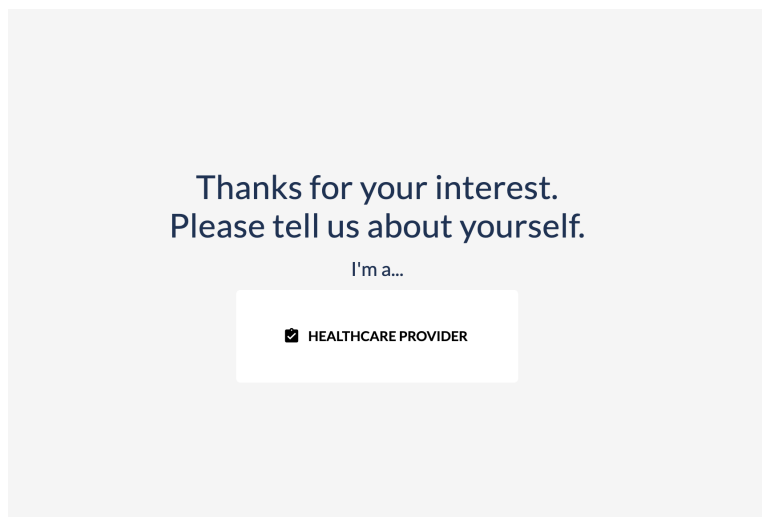
If you have previously created an account, visit <https://ea.medasystems.com/>

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## Intake

Thank you for contacting Gilead. Please fill out the Intake form at <https://ea.medasystems.com/intake/gilead> and save this link. Anytime you would like to raise a request for a new patient, please use this intake link. You will be asked to confirm that you are an HCP and then will be presented with the intake form.



Thanks for your interest.  
Please tell us about yourself.

I'm a...

☒ HEALTHCARE PROVIDER

### Instructions:

Please complete the form to request medication under the Gilead Managed Access Program. When completing this form, do not include any personally identifiable information about the patient. All required fields must be in **English**.

The purpose of this form is not for the collection of safety information about your patient(s). If you would like to report any safety information on Gilead products, please use [this link to Report an Adverse Event](#).

Gilead's acceptance and processing of this request does not guarantee that access to the medicinal product will be provided.

**Gilead Sciences, Inc. and its affiliates (Gilead) are required by law to investigate safety events and may be obliged to report such incidents to the competent authorities.**

Accordingly, Gilead will record the personal information provided by you, as the individual reporting the event, such as your name, contact details (email and/or postal address, phone number), and profession/specialty (if you are a healthcare professional). Gilead may use this information to contact you and seek such additional information as it may require in order to fulfill its regulatory obligations.

Gilead will process and use the personal information it records, the health and other information that you provide in relation to the safety event, as well as any additional information which it receives from you in compliance with its obligations related to safety.

Your personal information will be held for a limited period of time, sufficient to satisfy any pharmacovigilance, safety and other legal obligations that Gilead is subject to.

Gilead may share your personal data with vendors appointed by Gilead to assist it in the administration of the safety reporting, as well as with the relevant national and/or international regulatory authorities, enforcement, public bodies or courts, where Gilead is required to do so by applicable laws, regulations, or at the request of those authorities.

If we transfer your personal data outside of the EU or your country, we will protect and transfer it in a manner consistent with applicable data protection law.

Depending on which jurisdiction you are in, you may have certain rights and choices regarding Gilead's processing of your personal information, such as the right to require details about the personal information that Gilead holds about you, the right of access to your personal information, the right to restrict the processing and use of your personal information and to correct and update it. If, at any time, you have questions or concerns about this Privacy Notice or the processing of your personal information, or would like to exercise your rights, you can contact Gilead at [Privacy@gilead.com](mailto:Privacy@gilead.com), or a Gilead data protection officer at [dpo@gilead.com](mailto:dpo@gilead.com).

**For additional information on how Gilead handles personal information both online and offline, please refer to the Gilead Privacy Statement. As this portal is powered by MedaSystems, your use of the platform is also subject to MedaSystems' Terms of Service and Privacy Policy.**

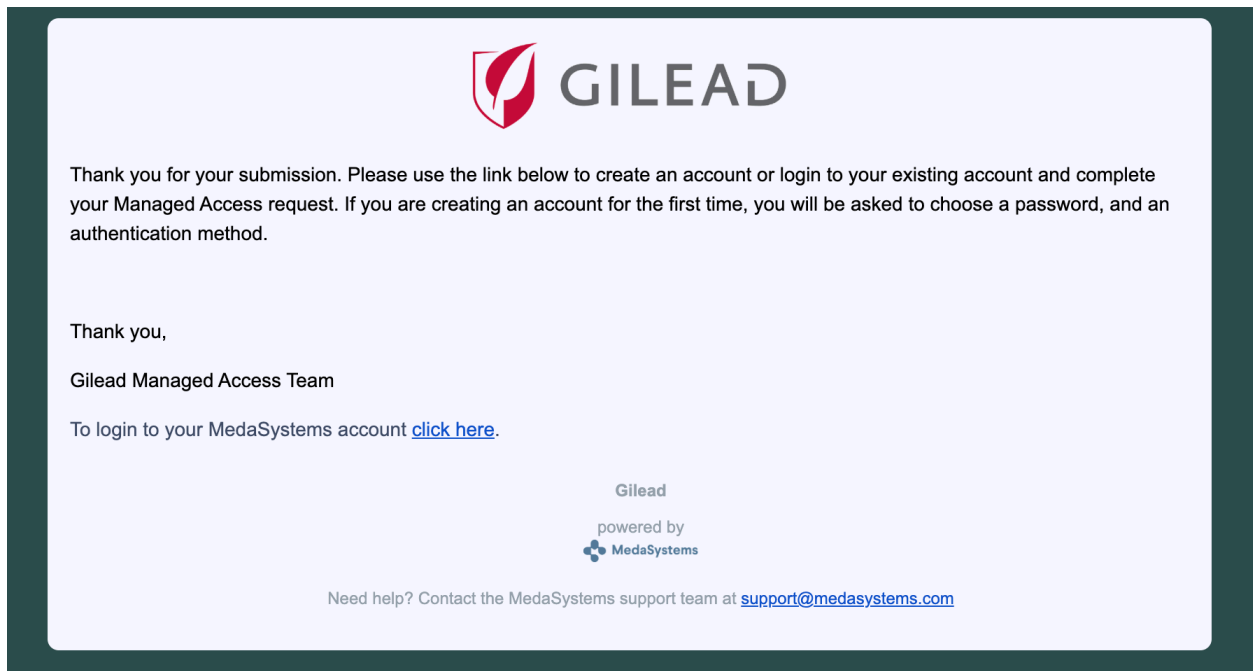
#### Intake Form:

Request Details	
Have you requested this product for this patient before?	<div>Requested Before*</div> <div>No</div>
Prescriber Information	
Hospital/Clinic Name	<div>Physician Institution*</div> <div>Royal Institute of Health</div>
Prescribing Health Care Provider	<div>First and Last Name*</div> <div>Dylan Murray</div>
	<div>Email*</div> <div>drdylandemo@gmail.com</div>
	<div>Phone Number (Please enter country code)</div> <div>033-136-5056</div>
Health Care Provider Address	<div>Street 1*</div> <div>183 Bogan Point</div>
	<div>Street 2</div> <div>284 Ratke Avenue</div>
	<div>City*</div> <div>Erie</div>
	<div>State/Region*</div> <div>Maccarhuish</div>

## Account Creation

Based on your request, we may invite you to log into our secure platform to continue processing your case further, which will also allow us to send/receive encrypted (secure) documents; if so, you will receive an invite email that looks like the screenshot below. (Please note the wording may be slightly different than this sample email.) IMPORTANT: For security purposes, links to access the platform expire after 5 days. Please reply to the email requesting a new link if it has expired.

When creating your account, you will need to choose a password and authentication method. You can choose SMS or an authenticator app.

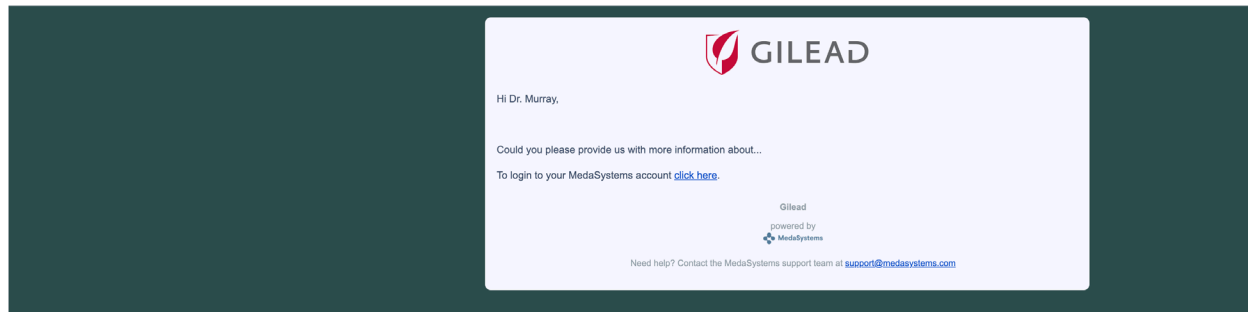


## Emails

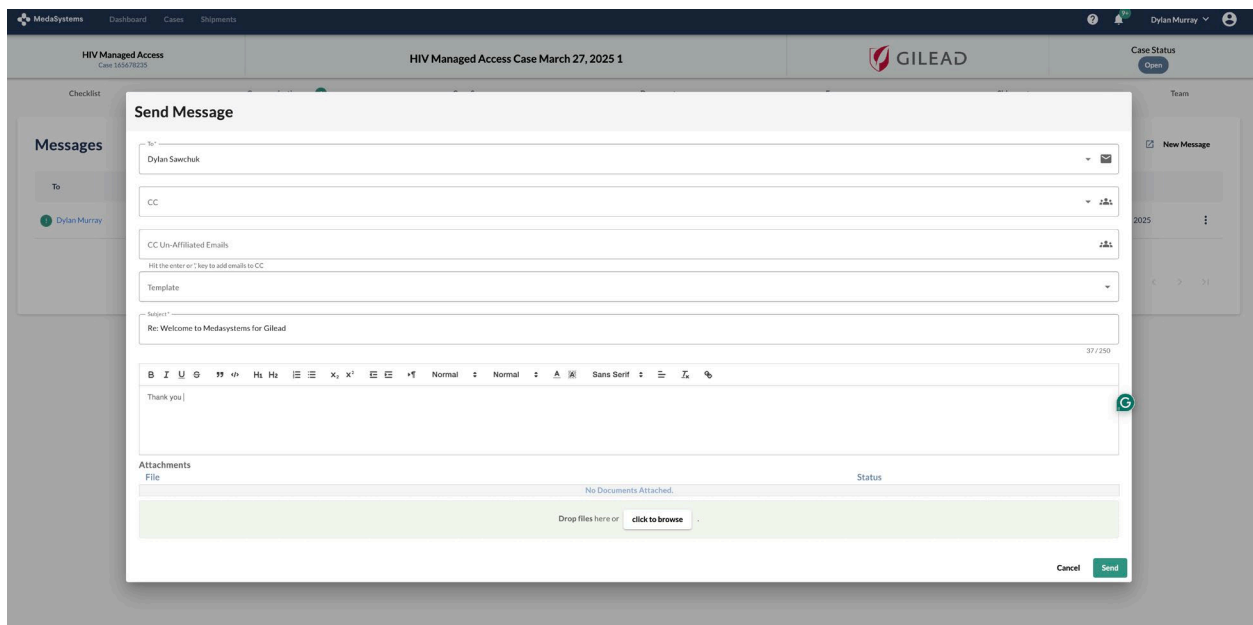
We may ask you a question via email, which will look similar to the screenshot example below. Please respond directly to the email or log in to respond via the communications tab in the platform.

More information required [MedaSystems #805005151] [Inbox x](#)

Gilead via MedaSystems <system@test.medasystems.com>  
to me ▾



To reply within the platform, navigate to the “Communications” tab:



You may be asked to provide specific documents pertaining to your request. You may upload it in the email as an attachment or upload directly to the Document Tab of the portal. This is a secure portal and information will be used, stored, retained for purposes of evaluating your request. For additional information on how Gilead handles personal information both online and offline, please refer to the Gilead Privacy Statement at [Gilead Privacy Statement](#). As this portal is powered by MedaSystems, your use of the platform is also subject to MedaSystems' [Terms of Service](#) and [Privacy Policy](#).

## Adding additional team members

If you would like to add additional team members that are supporting the treatment of your patient, you can do so via the Team tab by clicking “Add Team Member.” By adding a team member, they can help you fill out forms and you can delegate certain tasks to them by making them the assignee of that task in the Checklist tab.

The screenshot shows the 'HIV Managed Access Case March 27, 2025 1' interface. The 'Team' section lists two members: Dylan Sawchuk (Gilead, Owner/Administrator) and Dylan Murray (Royal Institute of Health, Administrator). An 'Add Team Member' modal is open, containing the following fields:

- Account\***: New User
- First Name\***: Adda
- Last Name\***: Helper
- Email Address\***: AHelper@medasystems.com
- Role**: Nurse
- Case Permissions\***: Editor

Buttons at the bottom right: Cancel, Add.

When adding a team member, please select their role from the dropdown menu:

The dropdown menu for 'Role' is open, showing the following options with checkboxes:

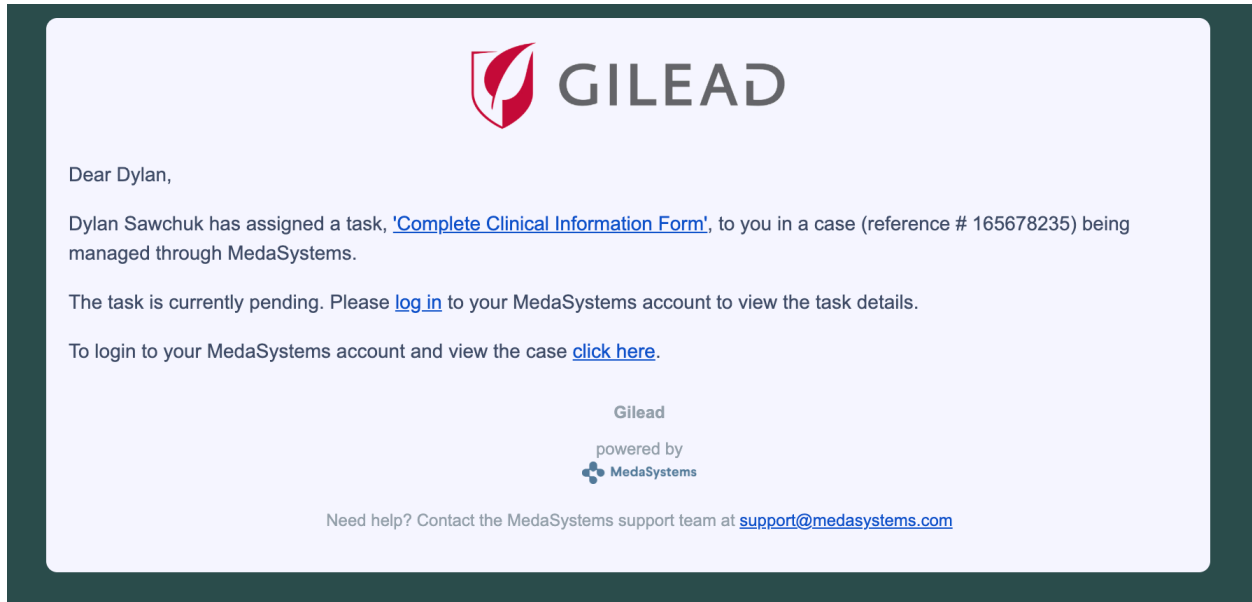
- ☐ Pharmacy
- ☐ Regulatory
- ☐ Coordinator
- ☐ Nurse
- ☐ Physician

Next to their name it will indicate if they have accepted your invitation or not.

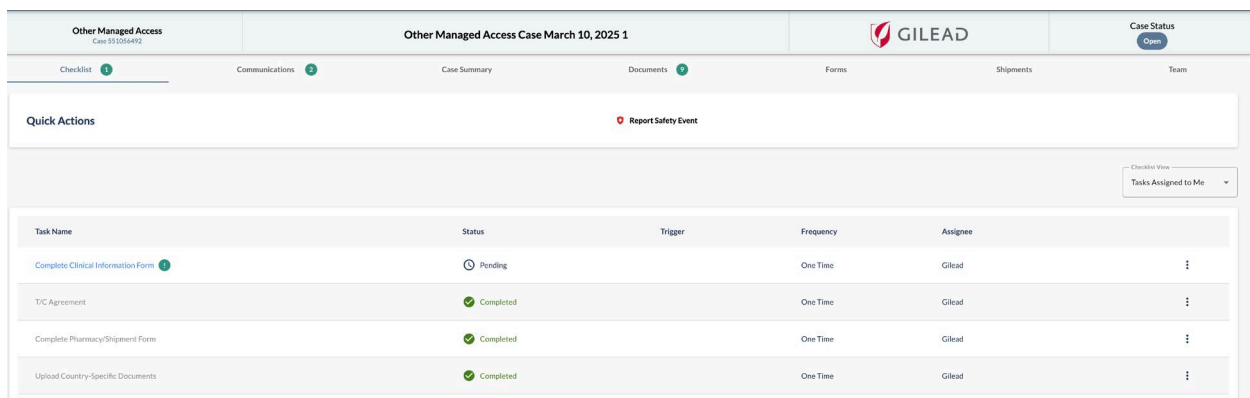
*Editor*  
Invite pending

## Tasks

As we continue to process your request, we may ask you to fill out some additional information forms. When this happens, you will receive an email letting you know that we have assigned you a task.



When you click the button in the email you received that says, “click here”, you will be taken directly to your tasks. Once in the platform, you can also click on your checklist to see anything that is assigned you for this request:



If you bookmark the MedaSystems portal link (<https://ea.medasystems.com/>) and log back in, you will be taken to a dashboard with a list of all your open to-dos and cases.



Open To Dos				
Case	Task	Assigned To	Assigned On	Status
HIV Managed Access Case March 04, 2025 2	demo	You	Mar 13, 2025	<button>Pending</button>
HIV Managed Access Case January 07, 2025 1	Review Case Forms	You	Jan 10, 2025	<button>Pending</button>
Other Managed Access Case March 10, 2025 1	Complete Clinical Information Form	You	Mar 13, 2025	<button>Pending</button>

## Forms

Below is a sample form you may be asked to fill out that requests certain clinical information specific to the product you are requesting. **You can access the Clinical Form by opening the Checklist Tab and clicking the blue link labeled “Complete Clinical Information Form.”** Required fields are indicated with an asterisk (\*). If you are unable to fill the form out in its totality, press the “save” button in the bottom right corner. You can come back to it later in the “forms” tab.

**IMPORTANT:** For security reasons, the platform will sign you out after 15 minutes of inactivity. To avoid losing any information entered into the forms, remember to save your work frequently by pressing the “save” button in the bottom right corner.

**HIV Clinical Form**

Main Contact Information, if Different from Prescriber Information

Main Contact Different

Product Shipment Information

Pharmacy/Hospital Name

Pharmacy/Pharmacy Contact Information

Email\*

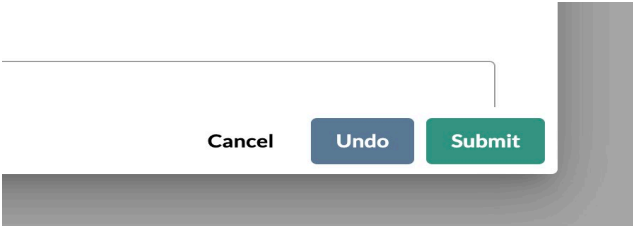
Phone Number

Name\*

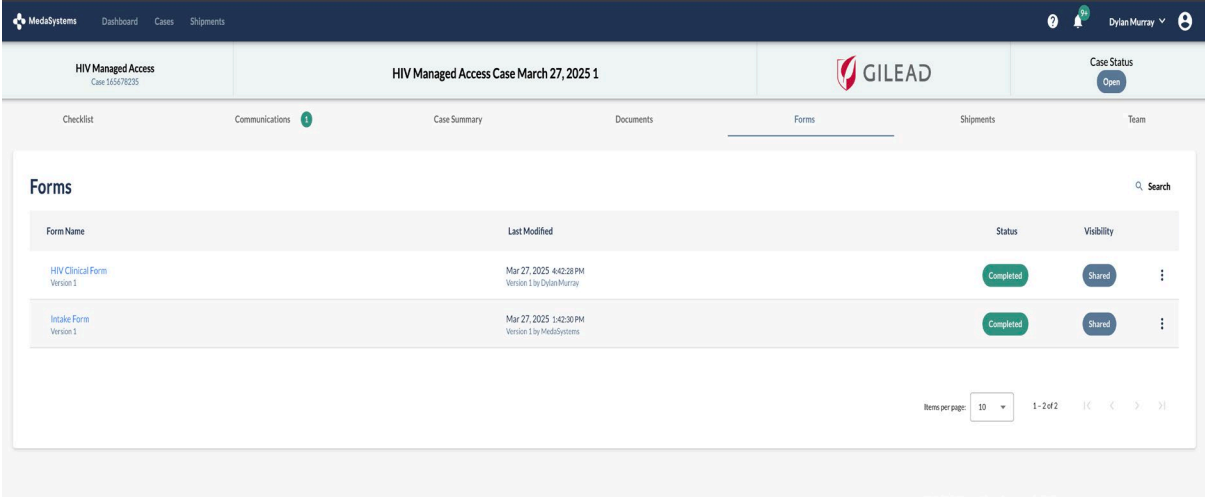
Pharmacy Cell Phone

Cancel Save

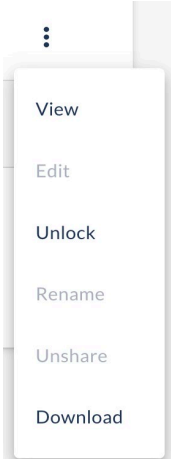
When the required fields are completed, the save button will turn into a “Submit” button that will submit the form to Gilead for review. If you do not see the “Submit” button appear, please check that you have completed the required fields that are indicated with an asterisk (\*).



If you click **Save** or **Submit**, you can view your forms on the “Forms” tab:



If you have submitted a form, it will automatically lock the document. To Edit a submitted form, you must unlock the form by clicking the vertical three dots and select unlock.



When unlocking a form, you will need to provide a reason for the unlock.

Version 1 by MedaSystems

## Unlock Form HIV Clinical Form

Mar 27, 2025 4:42:28 PM  
Version 1 by Dylan Murray

Reason \*

Demoing form unlock

Cancel **Unlock**

Once unlocked, the status will change to “Reopened.”

**Status**

**Reopened**

Once you have submitted your form changes and hit “**Submit**,” its status will change to “Reopened.” You can view the form history by clicking the history icon and clicking on the past version you would like to see.

**Last Modified**

Mar 28, 2025 11:46:41 AM  
Version 2 by Dylan Murray ⓘ  
[Version 1](#)

## Uploading Documents

If you need to upload any supporting documents to the case, you can do so by clicking “Upload” on the documents tab:

HIV Managed Access

Case 963572034

HIV Managed Access Case March 04, 2025 2

GILEAD

Case Status

Open

Checklist

Communications

Case Summary

Documents

Forms

Shipments

Team

Documents

Search

Filter

Upload

File Name	Type	Uploaded by	Visibility	Date
Fake PDF 1.pdf	Not Set	Dylan Sawchuk Gilead	Shared	Mar 4, 2025

Items per page:

10

1 - 1 of 1

Share Files

☒ Upload new documents

Drag & drop your files here

OR

Browse Files

Uploaded Files

☐ Copy existing documents

☒ Do you want to share this with the pharmaceutical company?

Cancel

Add File

This is a secure portal and information will be used, stored, retained for purposes of evaluating your request. For additional information on how Gilead handles personal information both online and offline, please refer to the Gilead Privacy Statement at [Gilead Privacy Statement](#). As this portal is powered by MedaSystems, your use of the platform is also subject to MedaSystems' [Terms of Service](#) and [Privacy Policy](#).

## Case Summary Tab

To see an overview of your case, you can click on the “Case Summary” tab:

HIV Managed Access

Case 164318233

HIV Managed Access Case March 27, 2025 1

GILEAD

Case Status

Open

Checklist

Communications 1

Case Summary

Documents

Forms

Shipments

Team

Case Details

Country

Australia (AU)

Program

HIV Managed Access

Product

lenacapavir

Intake Form

Export Details

Request Details

Have you requested this product for this patient before?

No

Prescriber Information

Hospital/Clinic Name

Royal Institute of Health

Prescribing Health Care Provider

Dylan Murray

drdylanmurray@gmail.com

033-136-5056

Health Care Provider Address

183 Bogan Point

284 Ratke Avenue

Erie

Massachusetts

## Shipments

Once a product has been shipped to the pharmacy or site you will receive an email alerting you to an update to shipment status, you can view the shipment status under the shipments tab:

MedaSystems	Dashboard	Cases	Shipments						Dylan Murray
Shipments									Search Filter
Shipment #	Case #	Case Name	Program	Physician	Institution	Shipment Type	Date Requested	Date Received	
458543636	40812198	Other Managed Access Case January 15, 2025 1	Other Managed Access	Dylan Murray	Royal Institute of Health	Initial			
294225088	40812198	Other Managed Access Case January 15, 2025 1	Other Managed Access	Dylan Murray	Royal Institute of Health	Initial			
767853955	661490819	HDV Managed Access Case January 07, 2025 1	HDV Managed Access	Dylan Murray	Royal Institute of Health	Initial			
126805001	661490819	HDV Managed Access Case January 07, 2025 1	HDV Managed Access	Dylan Murray	Royal Institute of Health	Initial			
934844114	661490819	HDV Managed Access Case January 07, 2025 1	HDV Managed Access	Dylan Murray	Royal Institute of Health	Initial			
Items per page: 10 1 - 5 of 5									

## Requesting Resupply

If your patient is still benefiting from a Gilead product that is not commercially available in the country where the patient resides, you may request a resupply from Gilead. To do so, your request will be re-evaluated by the Gilead team.

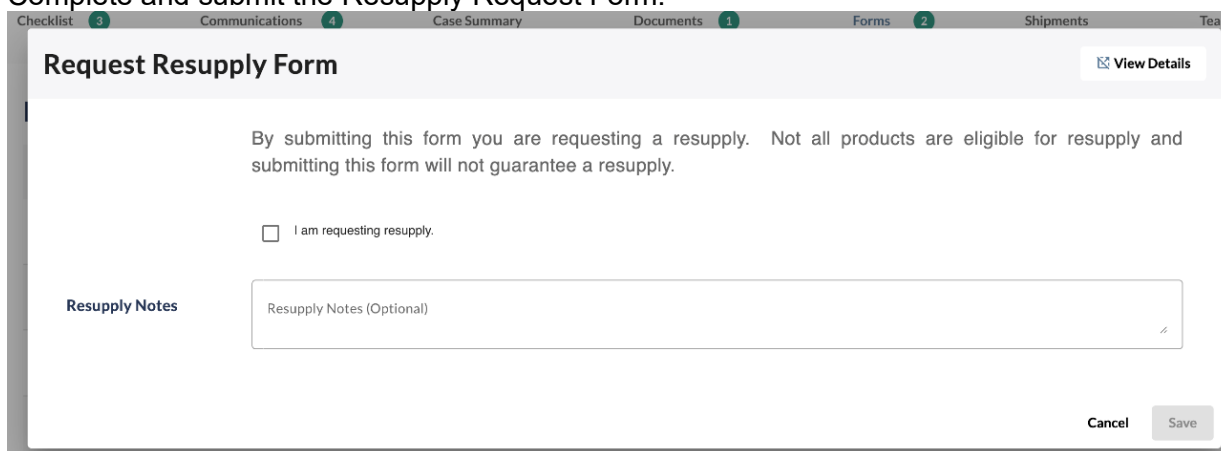
Please follow these instructions to request resupply:

In your Task list, click “Request Resupply”. Note: This option will appear only after the previous request for product has been shipped.

Task Name

Request Resupply !

Complete and submit the Resupply Request Form.

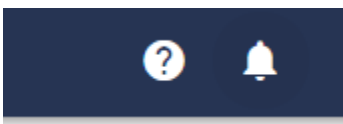


The screenshot shows a web portal interface with a top navigation bar containing tabs: Checklist (3), Communications (4), Case Summary, Documents (1), Forms (2), Shipments, and Team. The main content area is titled "Request Resupply Form" and includes a "View Details" link. Below the title, a message states: "By submitting this form you are requesting a resupply. Not all products are eligible for resupply and submitting this form will not guarantee a resupply." There is a checkbox labeled "I am requesting resupply." and a text area labeled "Resupply Notes" with the placeholder "Resupply Notes (Optional)". At the bottom right, there are "Cancel" and "Save" buttons.

Gilead will follow up with you to evaluate your request after you have submitted the form.

## How to Contact Us / Additional Support

If you need additional support or have a question not covered by this user guide, please click the question mark icon in the top right corner of your screen in the portal or go directly to <https://medasystems.com/help> to access support resources, including an HCP Knowledge Base and a way to reach out to the MedaSystems support team.



# Support resources

## Need Help?

Reach out to our **friendly support team** with questions about the MedaSystems platform.

[Contact Support](#)

## For Health Care Providers

Browse or search for answers about the MedaSystems Platform for healthcare providers.

[HCP Knowledge Base](#)

## For life sciences users

Browse or search for answers about the MedaSystems Platform for life sciences users.

[Pharma Knowledge Base](#)

Additionally, you may email questions to the Gilead Managed Access Program Portal team at [MAPP@gilead.com](mailto:MAPP@gilead.com)