



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

01 May 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>

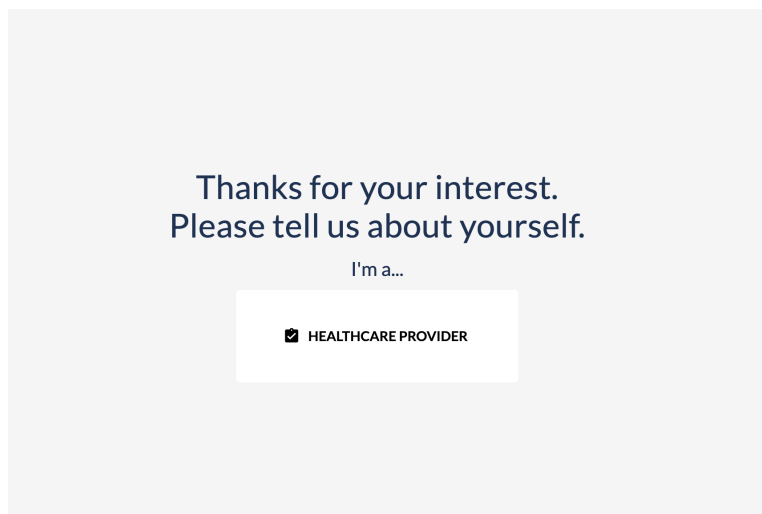
If you have previously created an account, visit <https://ea.medasystems.com/>

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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](#).**

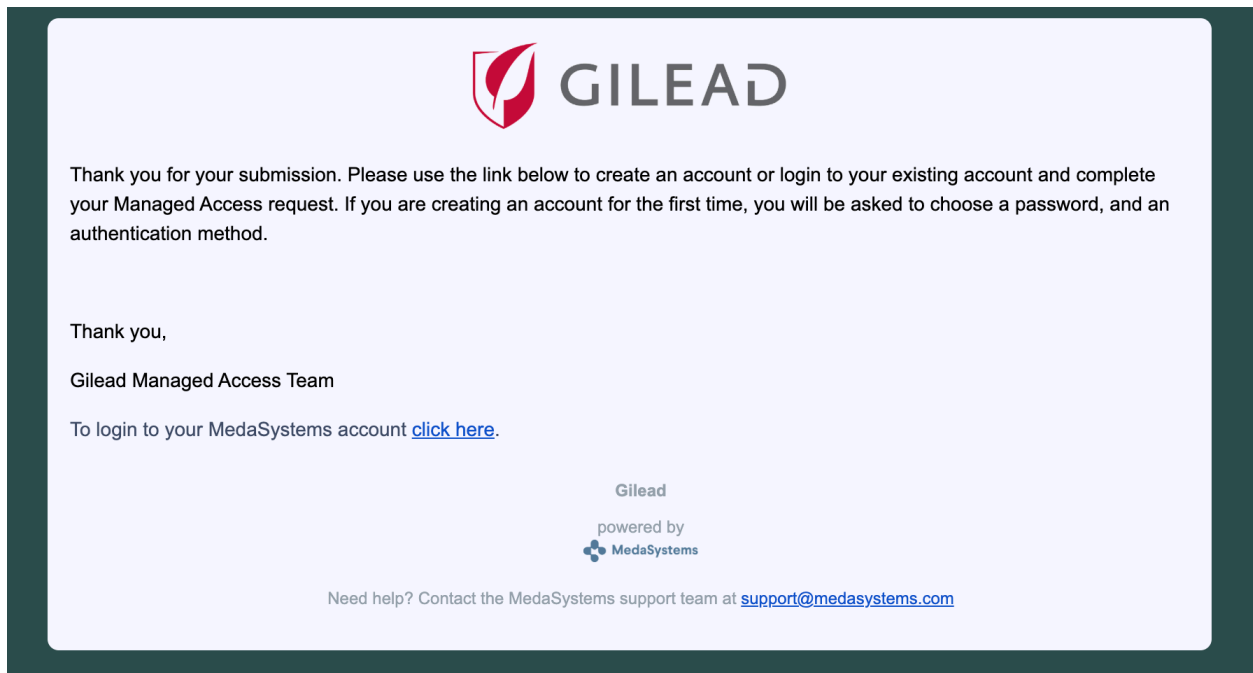
### Intake Form:

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

## 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.

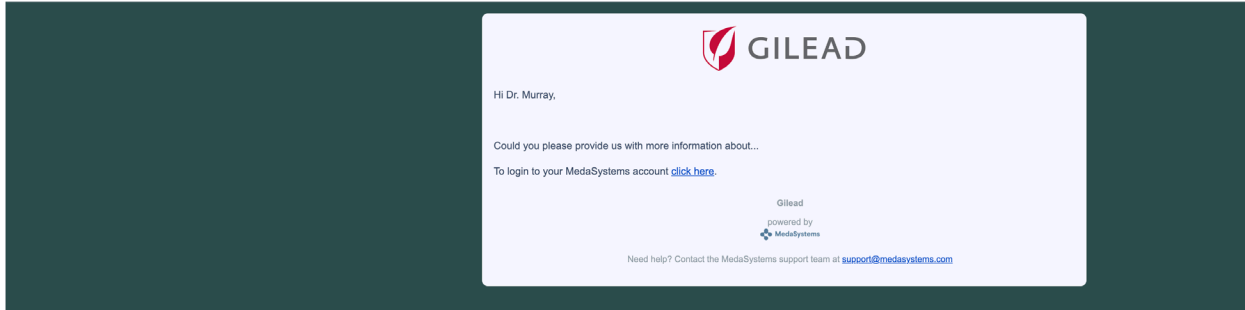


## Emails

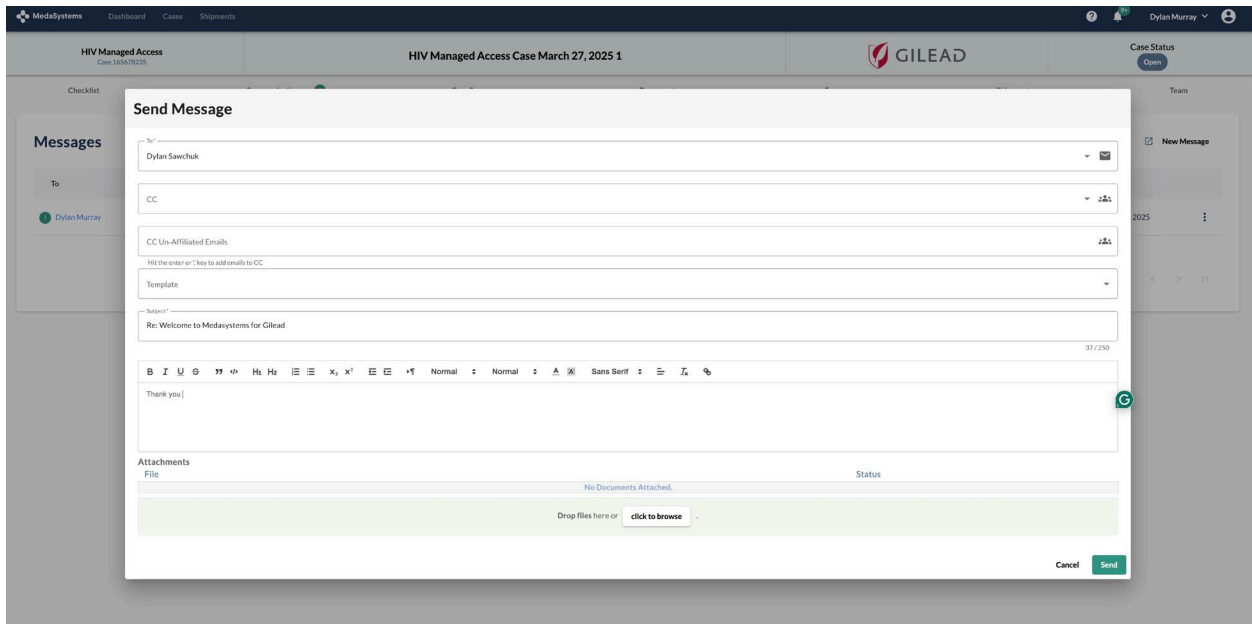
We may ask you a question via email, which will look similar to the screenshot example below. Please respond directly to the email or log in to respond via the communications tab in the platform.

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 'Team' section of the MedaSystems interface. At the top, there are navigation tabs: Checklist, Communications (with a notification icon), Case Summary, Documents, Forms, Shipments, and Team. The main content area displays a table with the following data:

Name	Organization	Role	Permission
Dylan Sawchuk	Gilead		★ Owner, Administrator
Dylan Murray	Royal Institute of Health		Administrator

An 'Add Team Member' button is visible in the top right corner of the table area.

The 'Add Team Member' form contains the following fields and options:

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

Buttons for 'Cancel' and 'Add' are located at the bottom right of the form.

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

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

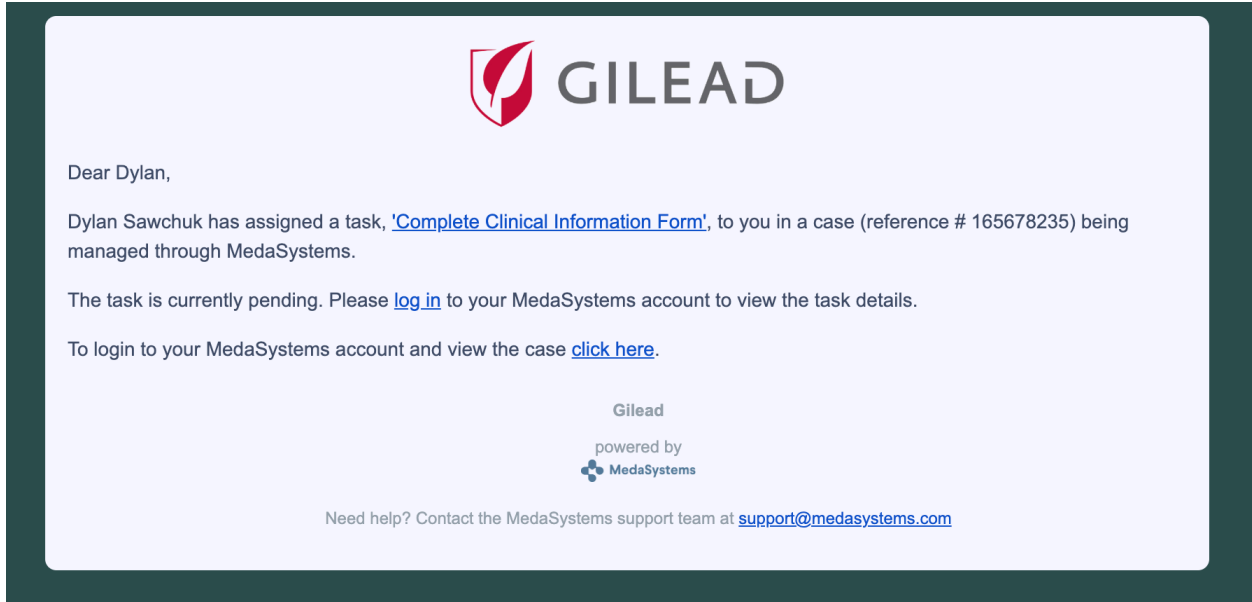
- Pharmacy
- Regulatory
- Coordinator
- Nurse
- Physician

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

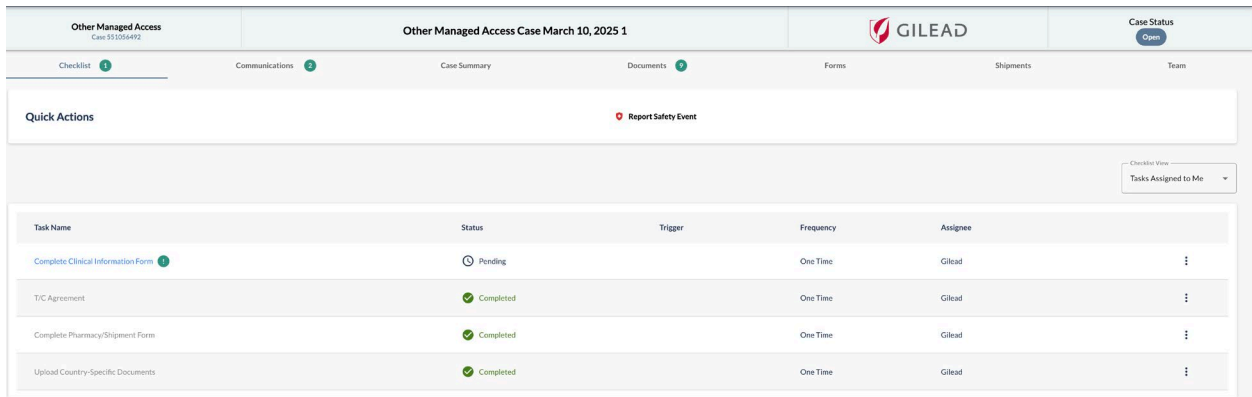
*Editor*  
Invite pending

## 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.



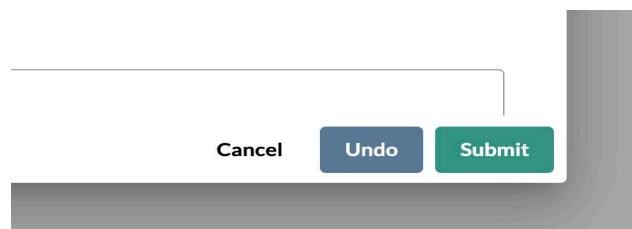
Case	Task	Assigned To	Assigned On	Status
HIV Managed Access Case March 04, 2025 2	demo	You	Mar 13, 2025	Pending
HIV Managed Access Case January 07, 2025 1	Review Case Forms	You	Jan 10, 2025	Pending
Other Managed Access Case March 10, 2025 1	Complete Clinical Information Form	You	Mar 13, 2025	Pending

## Forms

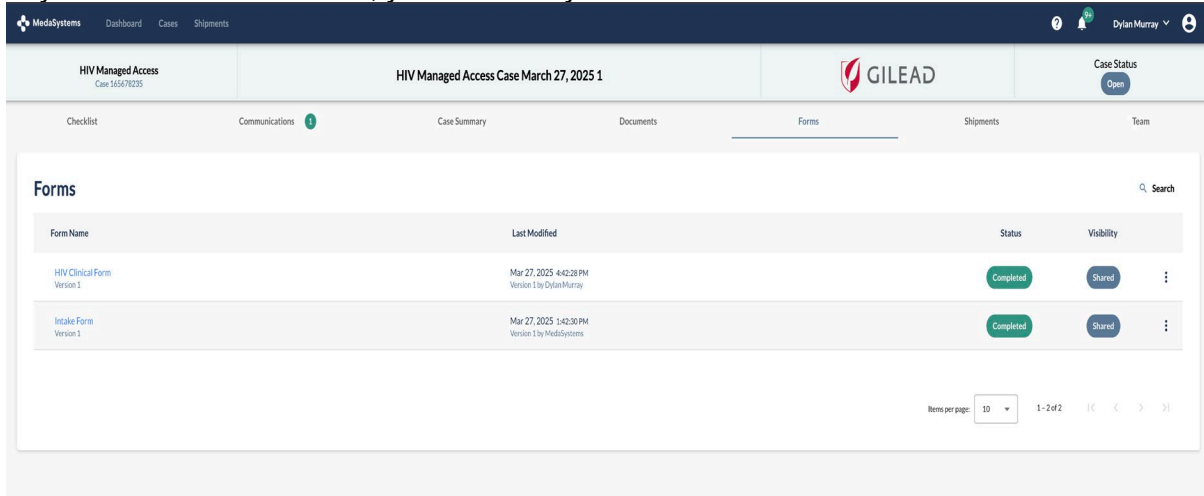
Below is a sample form you may be asked to fill out that requests certain clinical information specific to the product you are requesting. Required fields are indicated with an asterisk (\*). If you are unable to fill the form out in its totality, press the “save” button in the bottom right corner. You 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.

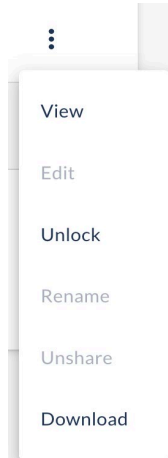
When the required fields are completed, the save button will turn into a “Submit” button that will submit the form to Gilead for review. If you do not see the “Submit” button appear, please check that you have completed the required fields that are indicated with an asterisk (\*).



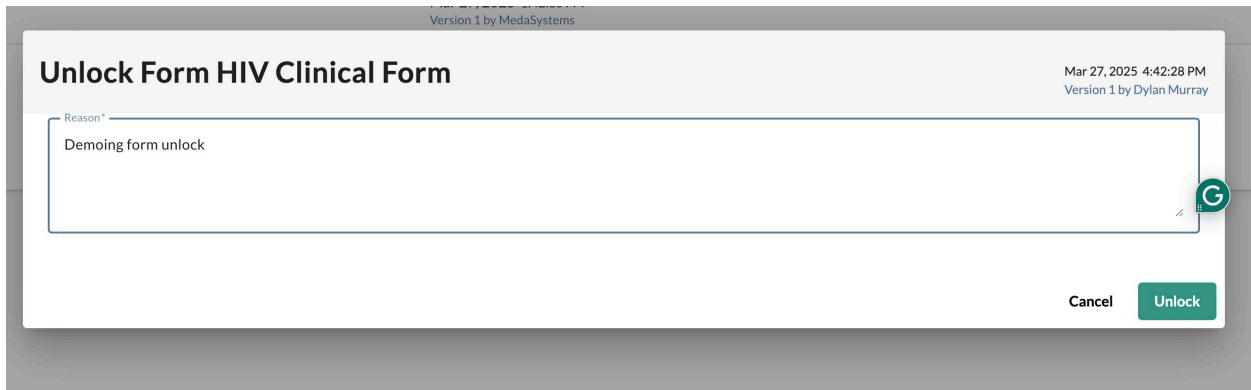
If you click **Save** or **Submit**, you can view your forms on the “Forms” tab:



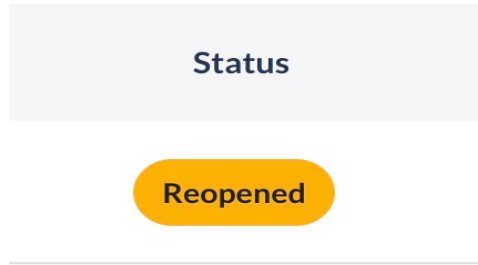
If you have submitted a form, it will automatically lock the document. To Edit a submitted form, you must unlock the form by clicking the vertical three dots and select unlock.



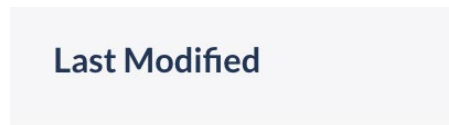
When unlocking a form, you will need to provide a reason for the unlock.



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



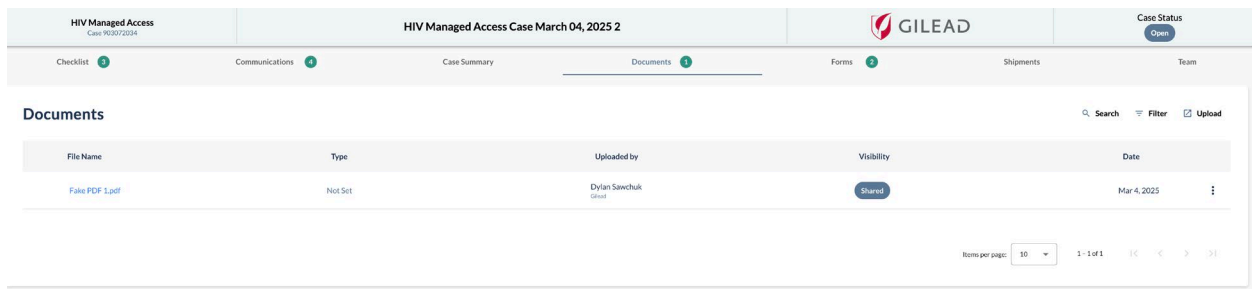
Once you have submitted your form changes and hit “**Submit**,” its status will change to “Reopened.” You can view the form history by clicking the history icon and clicking on the past version you would like to see.



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:



### 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 #65059225

HIV Managed Access Case March 27, 2025 1

Case Status  
Open

Checklist
Communications 3
Case Summary
Documents
Forms
Shipments
Team

#### Case Details

Country <span style="color: blue;">🌐</span> Australia (AU)	Program HIV Managed Access	Product lenacapavir
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#### 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  
drdylandemo@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:



The screenshot shows the MedaSystems interface with the 'Shipments' tab selected. The table displays the following data:

Shipment #	Case #	Case Name	Program	Physician	Institution	Shipment Type	Date Requested	Date Received
498543636	40812198	Other Managed Access Case January 15, 2025 1	Other Managed Access	Dylan Murray	Royal Institute of Health	Initial		
284225088	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		

At the bottom right of the table, there is a pagination control showing 'Items per page: 10' and '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.

Checklist 3 Communications 4 Case Summary Documents 1 Forms 2 Shipments Team

## Request Resupply Form View Details

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.

I am requesting resupply.

**Resupply Notes**


Resupply Notes (Optional)

Cancel Save

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.



**MedaSystems** Who We Serve Our Solution Features About Resources [Meet With Us](#)

## Support resources

<p><b>Need Help?</b></p> <p>Reach out to our friendly support team with questions about the MedaSystems platform.</p> <p><a href="#">Contact Support</a></p>	<p><b>For Health Care Providers</b></p> <p>Browse or search for answers about the MedaSystems Platform for healthcare providers.</p> <p><a href="#">HCP Knowledge Base</a></p>	<p><b>For life sciences users</b></p> <p>Browse or search for answers about the MedaSystems Platform for life sciences users.</p> <p><a href="#">Pharma Knowledge Base</a></p>
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Additionally, you may email questions to the Gilead Managed Access Program Portal team at [MAPP@gilead.com](mailto:MAPP@gilead.com)