October 25, 2017

Dear HTC Pharmacy Patient,

You will notice a temperature device included in your factor shipment. This device is called a TagAlert and it is used to monitor the temperature of your factor while it is being shipped to you. This TagAlert is part of our ongoing efforts to ensure the quality of our service to you. If you notice that an alarm was triggered, please contact the HTC Pharmacy at 303-724-0168. A pharmacist will discuss the meaning of the reading as it relates to your specific product.

**Reading a TagAlert Indicator**

- Once the package has arrived at its destination, remove the TagAlert indicator from the package.
- If the LCD displays “OK”, no alarms have been triggered during the trip (Figure 1).
- If the LCD displays black squares over the “OK” and the numbers 1, 2, 3 and/or 4, then an alarm has been triggered (Figure 2).

For example, if the numbers 1 and 4 are displayed, then the 1st and 4th alarm conditions were exceeded.

**NOTE:** If any numbers appear on the LCD, that alarm has triggered. The “OK” may still be visible through the black squares even if an alarm has triggered.

![Alarm has been triggered. Call HTC pharmacy at 303-724-0168.](image)

Thank you for using the HTC Pharmacy. Please feel free to contact us with any questions you may have in regards to your factor or supplies.

Sincerely,

The HTC Pharmacists
Paul Limberis, Desiree Hill, Alison Schomerus