

# FREQUENTLY ASKED QUESTIONS

## MINIMED™ MIO™ ADVANCE

### INFUSION SETS

### SUPPLY LIMITATIONS

Medtronic

#### Q1. Why do you have supply disruptions to the MiniMed™ Mio™ Advance infusion set?

We sincerely apologise for the disruption to your **MiniMed™ Mio™ Advance infusion set** supply. This is due manufacturing challenges caused by the Covid-19 pandemic. Current production capacity at our supplier does not allow us to meet the growing demand for **MiniMed™ Mio™ Advance infusion sets**.

#### Q2. When will you resume MiniMed™ Mio™ Advance infusion set shipments again?

Our intention is to return to full supply later this year and return users to their chosen **MiniMed™ Mio™ Advance infusion set**. We will communicate again when supply of **MiniMed™ Mio™ Advance infusion sets** returns to normal.

#### Q3. What do I use instead of MiniMed™ Mio™ Advance infusion sets and do I need to contact my healthcare team?

As a temporary solution, we have taken the very difficult decision to proactively switch all current **MiniMed™ Mio™ Advance infusion set** users to **MiniMed™ Mio™ infusion sets**.

We are working with your healthcare teams to support this transition. If you receive the **MiniMed™ Mio™ infusion set** instead of the **MiniMed™ Mio™ Advance infusion sets** and need some assistance in using it, please see Q4 below.

#### Q4. What steps are Medtronic taking to ensure my safe use of the MiniMed™ Mio™ infusion sets?

We have training material available which can be found on our website:

- **MiniMed™ Mio infusion set** YouTube demonstration video [here](#).
- Written information and practical advice from our Technical Consultant team about how to insert the **MiniMed™ Mio™ infusion set** can be found [here](#)

For all users, notably those who haven't previously used **MiniMed™ Mio™ infusion sets** before we will offer:

- 15-minute webinars up to 3 times a day including evenings and weekends where a Technical Consultant will demonstrate and answer questions about the **MiniMed™ Mio™** insertion process. Information on times and dates can be found [here](#)
- Remote Stay Connected clinics which can be arranged by speaking with your healthcare care team or by contacting Medtronic click [here](#)

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**Q5. I ordered MiniMed™ Mio™ Advance infusion sets and received MiniMed™ Mio™ instead, why?**

We are unable to fulfill current orders for **MiniMed™ Mio™ Advance infusion sets** until later this year. As a temporary solution, we have provided you with **MiniMed™ Mio™ infusion sets** to enable you to continue using your insulin pump.

**Q6. Will I receive my MiniMed™ Mio™ Advance infusion set order when they are available?**

We will communicate again when supply of the **MiniMed™ Mio™ Advance infusion sets** returns to normal. Our intention is to return to full supply later this year and return users to their chosen **MiniMed™ Mio™ Advance infusion set**.