Superdrug Online Doctor

Mounjaro pen guide

Our pharmacy team has put together some guidance to help you safely operate your device. In this guide you can find a step-by-step image guide on how and where to inject your pen. We've also put together some do's and don'ts, common issues, and what to do next if you think your pen may not be working properly.

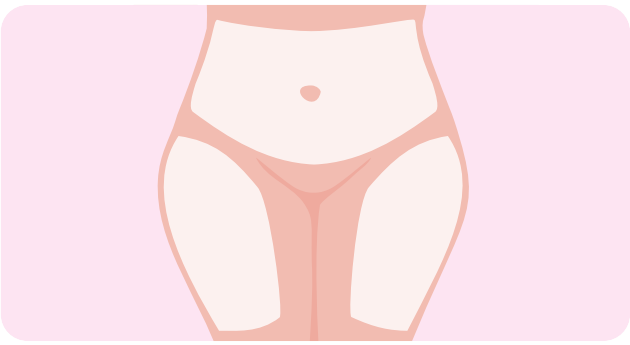
Refer to the **official patient information leaflet** in your medication pack for more specific guidance.

Pen preparation checklist:

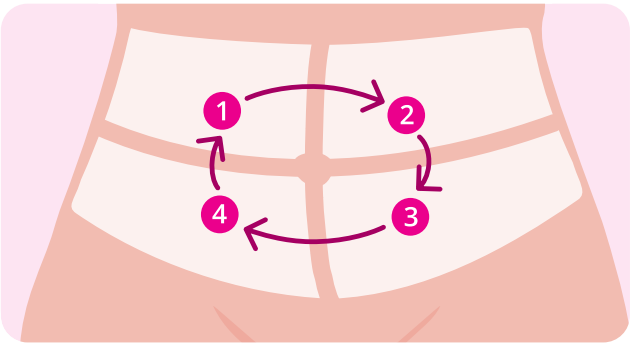
If you are experiencing trouble operating your pen or if you are using a Mounjaro KwikPen for the first time, please make sure:

- You have **primed the pen** before use (see steps 7 - 9 in the patient information leaflet).
- You **see liquid come out** during priming - this confirms correct liquid flow and that your needle is attached appropriately.
- You are **using a new needle each time,** attached straight (not at an angle).
- You **never store the pen with a needle attached.**
- The pen has not already delivered all **4 doses.** A small amount of liquid (known as surplus liquid) left over is normal, and is **not a fifth dose.**

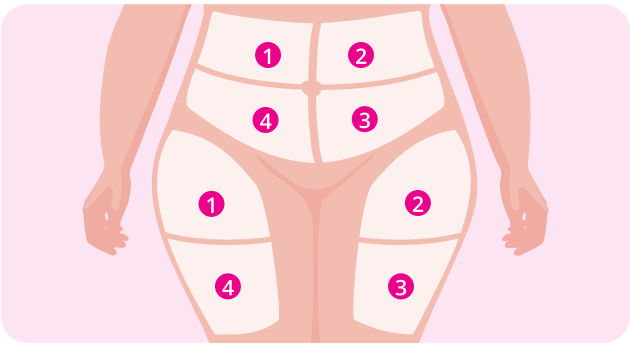
Where to inject Mounjaro



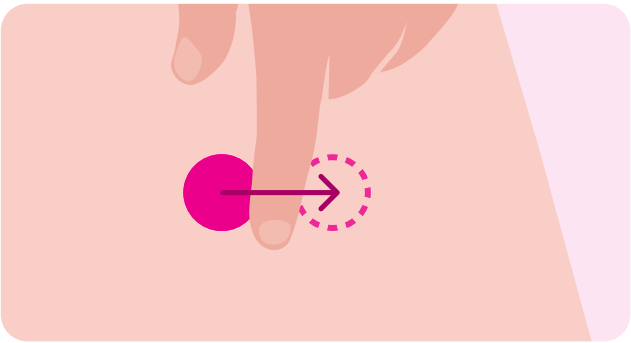
Choose an area:
abdomen and upper legs.



Switch injection sites daily, starting at the first one again on every 5th Day.



Divide chosen area into four sections which will be your injection sites.



Inject at least one finger width away from last injection. If injecting in the Abdomen, ensure to inject at least 5 cm away from the Navel.

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Mounjaro Kwikpen do's and don'ts

- **Be careful when attaching the needles to the pen.** These should be placed at a straight angle onto the pen device. Be careful not to begin screwing the needle tightly or forcing it to screw onto the pen if it is not positioned **straight** at the correct angle. Leaking or incorrect liquid flow may occur if the needle does not penetrate the inner red seal.
- **Be careful when removing the needle caps.** Ensure you pull these off gently and at a straight angle. Pulling the caps off at an angle can lead to the needle tip bending and errors with liquid flow or ejection.
- **Be mindful when twisting and setting the dose.** Overly forceful or sharp twisting can cause irreversible damage to the device.
- **Only follow advice that is from your healthcare provider or the medication manufacturer** – Eli Lilly in the UK. Avoid following advice in forums or on social media. Forum or social media advice often leads to issues with your pen device or your treatment journey, or in more serious cases, your health.

- **Do not leave a needle on the pen between doses.**
- **Do not attempt to dial a dose without attaching a needle to the pen.**
- **Do not attempt partial doses to increase the amount of "use" of your pen.** Please only follow the steps to prime the pen and complete your 4 full weekly doses. Please do not attempt to inject "half" or partial doses each week. Attempting to over-use the pen in this way can lead to the device locking and you being unable to complete the full use of the pen.
- **Do not attempt to obtain a 5th dose from the pen.** There is by design a small amount of 'surplus fluid' left in each pen. This helps the pen function correctly and is nothing to be concerned about. It should not be assumed that the plunger must go right to the very end of the chamber as surplus fluid is left in the pen by design for proper functioning. You will not be able to use the surplus liquid as the pen will automatically lock once your 4 doses have already been taken as per dosage instructions.
- **Avoid "over-priming" the pen.** If you have primed your weekly dose and some liquid came out, do not unnecessarily prime again. The pen device is not designed to twist multiple unnecessary primes as well as the twisting required for the full 4 doses.
  - If no liquid came out on the first priming attempt, double check your needle is attached correctly, and not at an angle, and the needle point is not bent. If there is concern with the needle, attach a new one and re-prime again.
  - If there is no concern with the needle attachment then attempt a second prime and this should then eject a small amount of liquid confirming the pen is ready for your full dose.
- **You do not need to eliminate all of the tiny air bubbles with priming.** See the patient information leaflet on removing air bubbles. It is normal for them to be present and you can follow steps to reduce them. If you are concerned about the amount of bubbles in your pen, you can contact us to check or visit a local pharmacy for assessment.

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Common issues and how to resolve them

No liquid comes out/pen won't prime:

- Attach a new needle and prime the pen again, pressing until it stops and counting 5 seconds. If you require extra needles, please let us know.
- If still no liquid, replace the needle again and repeat once more.
- Do not force the plunger. Forcing can cause irreversible damage to the pen.
- Small bubbles in the cartridge are normal.

Your pen won't twist or feels stuck:

- Make sure a **new needle** is correctly attached. If you require extra needles, please let us know.
- **Gently** twist the end of the plunger. **Do not use force.**
- If you've already used 4 doses, the pen may lock automatically. The small amount of leftover liquid cannot be used for an extra dose.

Red seal appears to bulge or you feel pressure inside the pen:

- If the flow of your pen is blocked (e.g. because there is no needle attached, or the needle is attached incorrectly), pushing the plunger may increase pressure in the cartridge, which can then push against the red seal. With repeated force, this can cause the seal to bulge.
- This can also indicate that the pen has been damaged or stressed by improper handling.

If the liquid appears cloudy, discoloured, or contaminated:

- **Do not use the pen** if the liquid is cloudy, discoloured, or contains visible particles. The solution should appear **clear to slightly yellow.**
- Always keep your pen capped between uses, as recommended by the manufacturer, and never store it with a needle attached.

If the issue continues

If you are still having trouble with your after trying the above, please upload clear photos through your patient account showing:

1. The **medication box** with the pharmacy label (your name visible).
2. The **pen without the cap**, showing the plunger and markings.
3. The **batch number** and **expiry date**.
4. Lastly, please confirm you have primed the pen and liquid came out the needle during priming.

If you don't have the original box, include a piece of paper in the photo with your **patient ID** and **today's date.**