To help prevent unnecessary stress and treatment disruption, nCompass is available to support you before and during your travel! In addition to the 24/7 technical support, we can provide helpful travel information.

Call nCompass in advance to prepare for travel
Please contact nCompass well in advance of your travel dates so we can help you prepare for your trip with Optune. Depending on your specific plans, you may be eligible to borrow equipment.

Planning a trip? If your doctor tells you that it is okay, travel may be possible with Optune.

Please fill out the information below

My name ____________________________
My doctor’s name ________________________________
Doctor’s phone ________________________________
Doctor’s street address ________________________________
City and state ________________________________

Call us toll free, any time of day:
1-855-281-9301 (toll free)

Or email us:
support@novocure.com

Planning a trip? If your doctor tells you that it is okay, travel may be possible with Optune.

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Contact your doctor
- Discuss your plans with your doctor to ensure you are able to travel.
- If your doctor approves your travel plans, ask for a letter of medical necessity that you can share with airport personnel. It’s not mandatory, but it may help ease check-in and security procedures.

Confirm the availability of nCompass™ support (24/7 tech support)
- Email your travel dates, destination address, and alternate contact information to support@novocure.com
- If you cannot locate the Transportation Security Administration (TSA) letter provided during your in-person device training, ask for a new copy. The TSA letter will help streamline the security process.
- Consult with your airline, cruise line, or train service to ensure your Optune® carry-on items comply with their security regulations. Be sure to ask how many batteries you can bring on board.
- Call the TSA Cares help line at 1-855-787-2227 (toll free) to ask about procedures.
- If you are eligible for loaner equipment for your trip, contact your hotel regarding any handling fees. Novocure™ is not responsible for hotel handling fees.

What to pack
- All of the Optune equipment, including: device with fully charged battery, extra batteries, connection cable and box, and transducer arrays.
  NOTE: Batteries should be carried on and cannot be checked in luggage. Use the pelican case provided to you, as it can be used as carry-on luggage.
- 1-2 sets of arrays in your carry-on bag (in addition to the arrays you are wearing or bringing to stay on treatment throughout the duration of your trip) in the event of climate changes or misplaced luggage.
- 3-pronged extension cord for use in a hotel room or airport terminal.
- Plastic bags for disposal of transducer arrays.
- Electric shaver.
- 4-inch x 4-inch sterile gauze.
- Supplies needed for array changes, such as gauze, 70% isopropyl alcohol, baby oil, and tape.
- Surgilast® dressing.
- Emergency phone numbers for physicians.
- Insurance cards.
- Novocure identification card.
- TSA letter.

Planning for the airport
- Please allow additional time to proceed through airport security and to your departure gate. Request special assistance from your airline in getting to your gate if needed.

At security screening
- When powered down completely, Optune equipment is safe for X-ray security scanning. Please follow TSA directions accordingly.
- Inform TSA that you are wearing a medical device that contains metal.
- Make sure a copy of your TSA letter is easily accessible.

Prior to departing home
- If you borrowed equipment for your trip, please carefully follow the return shipment instructions that arrived with your loaner equipment.
- Please call UPS to arrange for the pickup of your loaner equipment (completely packaged and labeled). It will be returned at our expense. You may also inquire at your hotel if inclusion in their routine UPS pickup is possible.
- Call nCompass before departing home if you have any questions about the equipment return.

nCompass™ travel tip
- Carry your Optune User Support Card in your wallet or your Optune device bag for quick reference to nCompass support.

ALERT: PRESCRIPTION MEDICAL DEVICE
If you need technical support or have questions about the device, call 1-855-281-9301 or visit Optune.com/Support.