Advice from your nCompass support team

“Save the nCompass number on your mobile phone so you’ll know when we’re calling to check in.”
– Nicole, Care Coordinator

“My nCompass™ team have done everything they can to help me. And I’m reassured knowing they’re there 24 hours.”
– Ashley, an Optune® user

“Look at the Optune website and read the testimonials from Optune users and caregivers. These are real people with real-life experience. It’s very helpful!”
– Penny, DSS

*nCompass cannot provide you with medical advice. Consult with your doctor for medical-related questions.

Patient images reflect the health status of the patient(s) at the time each photo was taken.

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Troubleshoot and resolve technical issues
Reorder supplies
Offer resources and tips for using Optune®
Answer ongoing questions*

For questions, troubleshooting, and supplies
Call us 24/7:
1-855-281-9301 (toll free)
Email us:
support@novocure.com

Your nCompass™ team is available 24/7 to:

Translation is available in over 240 languages.

For more information, visit Optune.com

Steve is an Optune user. Erica is his nCompass Device Support Specialist (DSS).

Award-winning support for Optune® users and their caregivers
Your Care Coordinator will be your first contact from nCompass.

From your first question about Optune® and throughout your treatment, a Care Coordinator, like Kate, provides customized phone support based on your needs. They can provide resources and discuss:

- Optune and how it works
- Benefits and side effects of Optune
- How nCompass will work with your insurance plan to minimize your cost for Optune, regardless of your financial situation
  - The cost of Optune is different for each person and is based on income, insurance, and other factors

Once you’ve started Optune, your Care Coordinator will provide phone support throughout treatment and be available 24/7 for:

- Reordering supplies
- Questions about Optune
- Technical support
- Travel tips and resources

Educational Materials

To help you prepare for treatment, educational resources and tools will be delivered to you after your prescription is sent to Novocure®.
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nCompass™ team members support you from the start and throughout your treatment with Optune®

**Welcome Call**
You will receive a call from your Care Coordinator to discuss next steps and answer your questions.

**Educational Materials**
To help you prepare for treatment, educational resources and tools will be delivered to you after your prescription is sent to Novocure®.

**Starting Optune**
To get you started, your DSS delivers Optune in person and provides training to you and your caregivers.

**Ongoing Support**
nCompass provides ongoing support and education, as needed, throughout treatment.
Your Device Support Specialist (DSS) will provide in-person support to get you started.

A DSS, like Matt, will call you to make an appointment to start Optune®. At this start visit, your DSS will:

- Deliver Optune and the supplies you need
- Demonstrate how to use the device, supplies, and accessories

Your DSS will provide support throughout treatment either in person or by phone and will contact you to:

- Review your time on Optune each month
- Check in on your experience
- Offer tips and resources

Meet nCompass™ DSS, Matt
Your nCompass™ team is available 24/7 to:

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- Reorder supplies
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- Answer ongoing questions*

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