PHILIPS

Philips Respironics voluntary recall information

Who's who in the remediation program

As we address the voluntary recall of more than five million registered medical devices across more than 160 countries, we rely on a network of trusted partners who share our commitment to patient safety.

Durable medical equipment providers (DMEs), distributors, home health partners and clinicians play an essential role in the remediation of every affected device.

Working together, we continue to register patients and work to match those patient registrations with their DME as appropriate. We appreciate their patience and trust as we navigate this complex and sensitive situation as partners.

We understand that progress can't happen fast enough, and we'll continue to work side-by-side with your care providers to best serve you. Here's how we rely on their insight, experience and patient connections during this complex process:

Patients

Patient safety is our top priority

For CPAP and BiPAP patients, returning your device is a vital part of the remediation program. It's also important that you understand how to clean your device and only follow approved methods.

Once you have received your replacement device, visit our patient information page for information on how to best care for your new device.

Once you've registered your device, please remember to save your confirmation number (provided to you by email). We will automatically match your registered device serial number back to our DME partner registrations.

When registered, you can log into the patient portal to view the status of your order. Once you receive your replacement device, please be sure to use the enclosed return instructions to return your affected device back to Philips Respironics. By returning your original device, you can help to make sure that it can be repaired for future use by another patient.

Please visit **www.philips.com/src-update** for more information.

Physicians/ clinicians

Deep knowledge of patient medical history

Physicians are most qualified to make decisions about your care and to diagnose and prescribe the unique device settings for effective patient therapy. Throughout the remediation program, you may reach out to your physician in certain cases e.g., to discuss your therapy options in light of the voluntary recall.

We are committed to supporting physician recommendations to patients by providing transparency and testing information. We continue to work with independent partners to conduct extensive testing and analysis of results on affected devices, including biocompatibility evaluations.

Durable medical equipment providers (DMEs)

Our connection to the patient

When a CPAP, BiPAP or mechanical ventilator is prescribed to you, it's usually the DME who fills the prescription, sets up the device and helps you adapt to and manage your therapy. The DME is also responsible for ensuring up-to-date prescription settings are on file and, in some cases, for coordinating replacement therapies for patients.

Within remediation, the DME is also responsible for registering the affected devices with Philips Respironics. This allows us to match patient and DME registrations and ensure we have the information we need to provide a replacement device. DME matching also helps to ensure remediated devices get to affected patients. If you have a question about your device, please reach out to your DME for support.

Insurance companies

While we don't work directly with insurance providers, many insurance plans provide reimbursement for a new device every five years. For patients whose devices are past their useful life and may not be eligible for a replacement, insurance reimbursement for a new device may be a viable path.