Baxter

URGENT DEVICE CORRECTION

April DD, 2017 *(to be adapted locally)*

Dear Dialysis Provider: *(to be adapted locally)*,

Problem Description

Baxter Healthcare Corporation *(to be adapted locally)* is issuing a device correction for specific models of the Artis dialysis systems in order to update the current software versions to new software versions. The current version allows for the possibility of resetting and continuing patient treatment without following the instructions for addressing Alarm #642, "Arterial Chamber: Level Adjustment Required." This will subsequently deactivate the alarm for the remaining treatment time. The new software versions prevent the possibility of continuing the treatment without following the instructions for addressing Alarm #642, as written in the Operator's Manual.

Affected Product

Product Code	Product Name	Installation date
110635	ARTIS 230V	*To be adapted locally*
115323	ARTIS 230V Physio	*To be adapted locally*

Hazard Involved

Deactivation of the Alarm #642 for the remaining treatment time following a reset may predispose patient to venous air embolism. There have been eleven reports of serious injury including one patient death associated with this issue.

Actions taken by Baxter to avoid reoccurrence of the issue

Baxter has developed new software versions for specific models of the Artis dialysis system. Baxter service representatives will begin contacting customer facilities in April 2017 in order to upgrade software versions. Until a new software version is installed on Artis machines, clinicians may continue to safely use the affected Artis dialysis systems, following instructions that are provided in the Current Operator's manual to address Alarm #642:

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⚠ WARNING

When the "Arterial Chamber: Level Adjustment Required (#642)" alarm occurs, check the blood level in the Arterial chamber while the Arterial pump is still stopped.

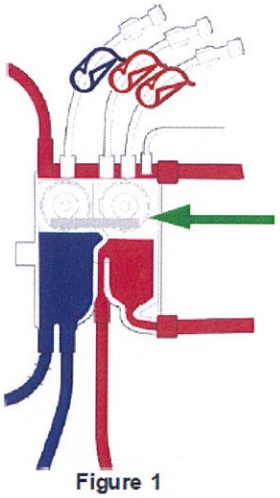

Figure 1

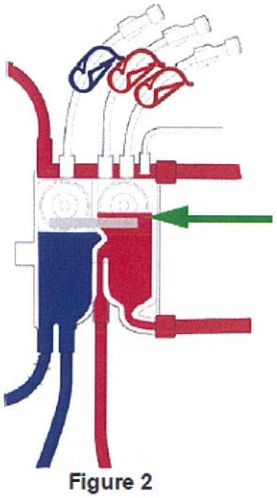

Figure 2

- If the blood level is below the frosted line, as shown in Figure 1, proceed with alarm troubleshooting to adjust the Arterial chamber level.
  Incorrect blood level may result in microbubbles smaller than 20 µL reaching the patient increasing the risk of air embolism.
- If the blood level is above the frosted line, as shown in Figure 2, grease the Pressure Transducers at the end of the treatment as described in the "13.13 Cassette Panel O-Rings Inspection and Greasing" section of the Operator's Manual.
  Improper greasing of Pressure Transducers may result in wrong arterial pressure measurements caused by ineffective Pressure Transducer and cassette coupling.

Information and Instructions for the Users and Distributors

1. Clinicians may continue to safely use the affected Artis dialysis systems while utilizing additional vigilance to adhere to the instruction for use for addressing Alarm #642, as documented in the Operator's Manual until the software correction can be provided to your facility by Baxter at no charge.

2. A local Baxter service representative will contact your facility to schedule the upgrade

3. Complete the enclosed customer reply form, and return it to Baxter by either faxing it to *(insert local contact information)* or scanning and e-mailing it to *(insert local contact information)* or sending it by post to *(insert local contact information)*. Returning the customer reply form promptly will confirm your receipt of this notification and prevent you from receiving repeat notices.

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4. Please forward a copy of this letter as appropriate to ensure that all users are aware of this communication.

5. If you are a dealer, wholesaler, or distributor/reseller distributing this product to other facilities, please notify your customers of this communication in accordance with your procedures.

Further information and support *(to be adapted locally)*

For general questions regarding this communication, contact Baxter at *(insert local contact information)*, between the hours of *(insert local information)*.

We apologize for any inconvenience this may cause you and your staff.

The Local MOH *(to be adapted locally)* has been informed about this action. *(To be removed if not applicable)*

Sincerely,

Name *(to be adapted locally)*
Title *(to be adapted locally)*
Baxter Healthcare Corporation *(to be adapted locally)*

Attachment: Customer Reply Form

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Attachment: Customer Reply Form

***URGENT DEVICE CORRECTION LETTER DATED XX** (TO BE COMPLETED LOCALLY)*

Product Family: Artis

Product names: ARTIS 230V and ARTIS 230V Physio.

Product codes: 110635 and 115323.

Please complete and return one copy of this form per facility either by fax (_____) or by e-mail (_____) as confirmation that you have received this notification. A fax cover sheet is not required. ***(Can be adapted locally)***

Customer Confirmation

☐ We confirm that that we have have received the above mentioned letter, understood its content and have disseminated this information to our staff, other services and facilities.

☐ We confirm that we have received the above mentioned letter, understood its content and have disseminated this information to our Customers ***(To be adapted locally - for Distributor)***

Facility Name and Address: *(Please Print)*	
Product code and Serial Number of Machine	
Reply Confirmation Completed By: *(Please Print Name)*	
Title: *(Please Print)*	
Email and/or Telephone Number (Including Area Code):	
Signature/Date: ***REQUIRED FIELD***	_____/____/_____