PHILIPS

Sleep and Respiratory Care Bulletin #3

We know how important it is for you and your patients to be informed on all aspects of their sleep therapy and treatment. This bulletin was created to help address common questions and concerns as well as provide a status update on correction efforts as they become available. Please find below some recent information that we wanted to bring to your attention. We invite you to consult our website regularly to keep informed of updates and for additional information on this product correction*: Visit our Clinicians information page.

*Urgent Product Defect Correction in Australia and Recall for Product Correction in New Zealand.

1. Our Progress

Despite the global shortage of components which continues to cause delays, providing patients with safe and high-quality devices remains our priority.

At the end of February 2022, we reached a significant milestone in the correction process, with currently over **1 million devices returned to customers globally** and on their way to patients. We expect the remaining affected devices to be corrected by end of 2022 for the vast majority of patients globally.

2. Prioritising correction efforts

In Australia, to make sure patients with the greatest needs receive a replacement device as timely as possible, we are able to prioritise correction efforts around certain patients upon prioritisation from prescribers.

The prioritisation process was circulated by the Australasian Sleep Association to its members in October 2021. If you require this information, please contact your Philips representative.

In addition to this prioritisation, the shipment of the repaired or replaced devices happens as inventory is available and Philips collects the information needed to transfer existing therapy settings to the repaired or replaced device.

To date, Philips has been working to increase production capacity and ship replacement devices to our customers and patients as inventory becomes available.

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For more information, visit philips.com/SRC-update.

3. AJRCCM Independent study

Independent of Philips Respironics, in December 2021, an analysis was published in the American Journal of Respiratory and Critical Care Medicine[1]. Further information on this study has been made available by the device manufacturer, Philips RS North America LLC, a company based in the USA. You can access that information by clicking on the link here.

This information has not been separately verified by Philips Electronics Australia Ltd.

[1] Kendzerska, Tetyana et al, An Association between Positive Airway Pressure Device Manufacturer and Incident Cancer? A Secondary Data Analysis; American Journal of Respiratory and Critical Care Medicine, 2021, Volume 204, Issue 12 pp. 1484–1488

4. Recent communications to your OSA patients

While we work to provide your OSA patients with a corrected device as quickly as possible, we are also committed to ensuring transparency throughout the correction process. We want your patients to understand how we're handling the product correction and know what to expect, that they feel informed about each step of the correction process, and confident in their corrected device.

To that end, we have created a step-by-step pathway on the information hub to help make it simpler for OSA patients to understand the correction process.

This step-by-step pathway is intended to act as a process map and allowing your OSA patients to identify what steps Philips is taking to correct devices. A patient reviewing the infographic should be able to say, "I've completed these steps, and now I know what to expect next."

Thank you for your continued patience and trust. If you have any questions, or would like more information on the content provided, please reach out to your Philips sales representative.

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