

# Sleep and Respiratory Care Bulletin #9

We are committed to supporting clinicians through the complete remediation process and will provide a range of resources to help you better inform, instruct, and support your patients. This bulletin was created to help address common questions and concerns as well as provide a status update on remediation efforts as they become available. Please find below some recent information that we wanted to bring to your attention. Be sure to visit [our clinicians information page](#) regularly for the most current information for you and your patients.

## 1. **New leadership focused on improving remediation execution**

On October 15th, Roy Jakobs was appointed the President and CEO of Royal Philips. His priority is to improve execution to ensure we're doing all we can to help you - our patients. Delivering on this requires us to urgently improve things where it has not met your expectations. This includes further strengthening our patient safety and quality initiatives, and partnering more closely to ensure we're doing all we can to help you.

## 2. **Manufacturing progress**

We have tripled our production capacity compared to pre-recall levels and have shipped approximately 4 million repair kits and replacement devices globally and 2 million devices have been shipped in the US. We are on track to meet our goal of completing around 90 percent of the production of replacement devices to customers in 2022.

## 3. **Obtaining therapy settings from patients**

It is still critical for Philips Respiroics to make every effort to remediate all registered devices, we have listened to your feedback. We know that this had been an inconvenience, therefore we have changed the process to receive the prescription information in order to provide remediated devices to your patients.

Philips Respiroics has discontinued sending letters to users to ask for the updated prescription and Philips Respiroics will contact physician offices directly via fax with the updated forms.

Please note that you may still receive some patient calls due to the earlier distribution of letters. In that case please provide the patient with the following 800 number to call: 1-888-511-2797.



For more information, visit [Philips.com/src-update](https://philips.com/src-update)

