

# Sleep and Respiratory Care Bulletin #7

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. Obtaining therapy settings from patients

It is critical for Philips Respironics to make every effort to remediate all registered devices. In cases where we have not received the relevant information from the Durable Medical Equipment provider (DME), we may be reaching out to patients to get their therapy settings and manage them directly. This is essential to ensure that patients with affected devices receive them as soon as possible.

### **Reaching out to your patients with a DME:**

Each of your patient's therapy needs are unique. We want to ensure that their prescription is correct and matches the settings entered in the DME record prior to sending out a remediated CPAP device. Once registered, we can often use a patient's registration information to find their settings in their DME's records. This is why we match DME and patient registrations to the same device.

### **Reaching out to your patients without a DME:**

Many patients have registered to receive their remediated CPAP or BiPAP device, but the process to receive the replacement device is unable to take place as they no longer have a DME to confirm the prescription. Philips Respironics is closing that gap, which may include your involvement.

We will email these patients and inform them that a prescription is needed to be able to provide their replacement device, which can take place via any of the following options:

- I. Downloading the Philips Respironics DreamMapper app, which is the fastest way they can obtain their replacement device.
- II. Contacting their physician and request a script be sent to Philips Respironics at the contact information below.

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If neither of the above had taken place, Philips Respironics will contact these patients via phone and ask for their physician's contact information. Philips Respironics will then contact the physician directly so that the prescription can be sent to the contact information below:

- Tel: 1-857-758-7090
- Fax: 1-331-233-0129
- Email: RecallPrescriptions@philips.com

Upon receipt of the prescription, the device is updated using Philips Respironics Care Orchestrator, and then shipped directly to the patient.

## 2. Supporting patients with testing summaries

As mentioned in past bulletins, we are committed to providing additional data to the professional community as it becomes available from studies and testing. Philips Respironics has made this same commitment to your patients and released 2 new documents.

- [An independent systematic literature review of epidemiological studies to evaluate whether use of Continuous or Bilevel Positive Airway Pressure \(PAP\) devices increases the risk of cancer in obstructive sleep apnea \(OSA\) patients](#)
- [Third-party testing results from the June 28, 2022 summary](#)

## 3. Useful information for your patients

We continue to provide regular updates to patients. This month, along with an update on our progress to-date, we are reiterating our commitment to patient safety with a message from David Ferguson, Philips EVP and President, Sleep and Respiratory Care.

## 4. Who's who in the remediation program

Since the initiation of the recall process, we've worked with a network of trusted partners who play a key part in the remediation of every affected device. We know how these partners work together can be confusing to patients, so we developed a visual guide for patients that describes the key responsibilities of their physician, DME, and insurance company. You might be interested as well in this document: the guide can be found [here](#).

## 5. What we are changing

**Based on your feedbacks, as well as patient and DME feedbacks, we have made the following changes:**

- I. **Being clearer on timing:** Since introducing the patient prioritization program early this year, we have a better understanding of how long an average order delivery takes for different prioritization groups. However, we can only view the supply chain for the next four weeks. This means that we know for the next four weeks what we can produce and what we can ship to your patients and our partners. We will now start to share the prioritization group the patients are in and the estimated four-week window during which they may receive their device through the Patient Portal. To make sure your patients are kept up to date with progress,

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we have updated our Patient Portal to include estimate shipping timeframes. If the estimated shipping date changes, they will be notified via email and on the Patient Portal.

- II. Increasing our manufacturing speed:** We have a dedicated team of over 1,000 people with many thousand more supporting across the company. This has allowed us to more than triple our weekly production output compared to 2020, despite the ongoing global supply chain challenges. We expect to continue at this pace until the remediation is complete. To date, 3 million replacement devices and repair kits have been produced.

We thank you for your continued patience and trust and will continue to provide regular updates to you through this process.



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

