PHILIPS

October 2022

Dear Doctor,

You may be aware, in July 2021, following consultation with the Therapeutic Goods Administration, Philips announced an Urgent Product Defect Correction in Australia relating to sound abatement foam used in affected CPAP and BiPAP devices.

Your patient may be in possession of an affected device. Philips requests your support to help ensure that patients are aware of the correction and know what to do.

Patients who are not registered
Please encourage your patients to check if their device has been registered via the Philips portal. The portal can be found on www.philips.com/src-update. Registration is the initial important step to enable us to provide a corrected device to your patient.

If patients require assistance with the Philips portal, please encourage them to contact Philips on 1800 009 579 in Australia (toll-free).

Patients who have registered their CPAP or BiPAP device and are waiting for a correction
If your patient's device has been registered and your patient has provided their correct mobile number, they will receive a text message from Philips. The text message will contain a link which will enable them to click through to confirm their details and provide their current device settings. If the device settings are provided to Philips, they will be inputted into the patient's replacement device before it is shipped to the patient.

There are different ways patients can provide their device settings to Philips:

1. Send their Secure Digital (SD) card located in their device to Philips: Philips will use the patient's current SD card to set their replacement device with the same settings. A reply-paid envelope with instructions will be sent to support the patient in sending Philips their SD card; or

2. Provide a Data Download: Patients can reach out to their independent pharmacy or reseller (where they purchased their device) or contact their prescriber (where they received the prescription of their device) to obtain a full data download (this will be in the form of a PDF or a printed document). Patients will need to take their device or SD card with them, so their provider/prescriber can perform a full data download.

If your patient's device has been registered but your patient has not received a text message or email, please ask them to contact Philips on 1800 009 579 in Australia (toll-free) where they can request a link to be sent.

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What can you do to assist in progressing the correction?

1. Ask your patient to check if their device has been registered for the correction. This is via the link on www.philips.com/src-update. If their device is not registered, request them to do so.

2. Encourage your patients to provide device settings promptly in response to Philips' request for this information. It is very helpful if patients can respond via the link in the text message.

3. We recommend that you check in with your patient after they receive their replacement device. Upon using their device, if patients feel the settings are different, we recommend they reach out to their prescriber for support or contact Philips on the number below.

Our commitment to patient care is at the heart of everything we do. We are dedicated to supporting you and your patients throughout this process. For more information visit www.philips.com/src-update or, for further assistance please contact Philips on 1800 830 517 in Australia (toll-free).

Thank you for your support, we appreciate your patience during this time.

Sincerely,
Philips Sleep and Respiratory Care
Australia and New Zealand