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To all users of *syngo* Workflow MLR

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CUSTOMER SAFETY ADVISORY NOTICE

To all users of *syngo* Workflow MLR

Affected versions: All versions

***syngo* Workflow MLR: Reports created in Classic Client by copy and paste from an external source containing ‘section breaks’ can lead to incomplete reports transferred to external systems**

Dear customer,

This letter is intended to inform you of a safety issue when using Classic Client of the *syngo* Workflow MLR.

What is the issue and when does it occur?

While creating or modifying a report using Microsoft Word application in Classic Client, when content is pasted from an external source including the formatting ‘section break’ or by inserting it manually, data from the pre-defined sections (e.g. Report, Diagnosis) of the template might not be saved to the *syngo* Workflow MLR database. This incomplete report from the database is used for distribution to external systems, e.g. HIS, PACS or Fax.

In the Classic Client Report Viewer the content is complete.

What are the possible risks to health?

The missing report content could lead to wrong diagnosis, as a referrer will have only part of the final report and may not be aware that some of the content is missing.

What steps can the user take to avoid the potential risk associated with this issue?

Please always use the standard report creation options of *syngo* Workflow MLR Classic Client:

1. Use the online speech recognition to dictate the report with the supplied microphone.
2. Type content in the report editor.
3. Use auto text module to speed up the reporting process.
4. Only copy/paste from ASCII view of prior reports in *syngo* Workflow MLR Classic Client (you can open the ASCII view of the selected report by using the button ‘Report text’).

In case you cannot avoid copying and pasting within the same document or from external applications, on all *syngo* Workflow MLR workstations the default paste option of the Microsoft Word application shall be set to “KeepTextOnly”, as shown in the below screenshot.

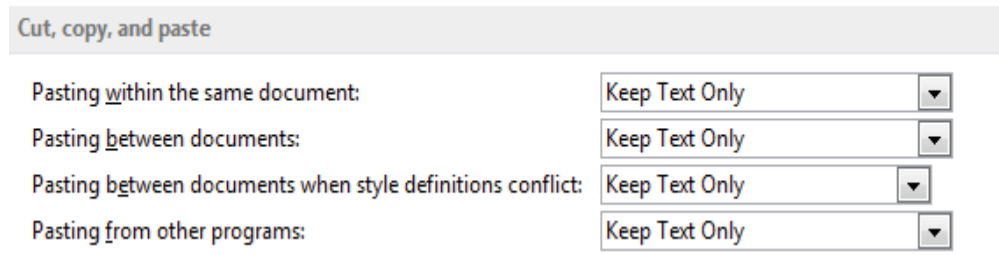
To apply this setting to a workstation open MS Word.

In MS Word 2007:

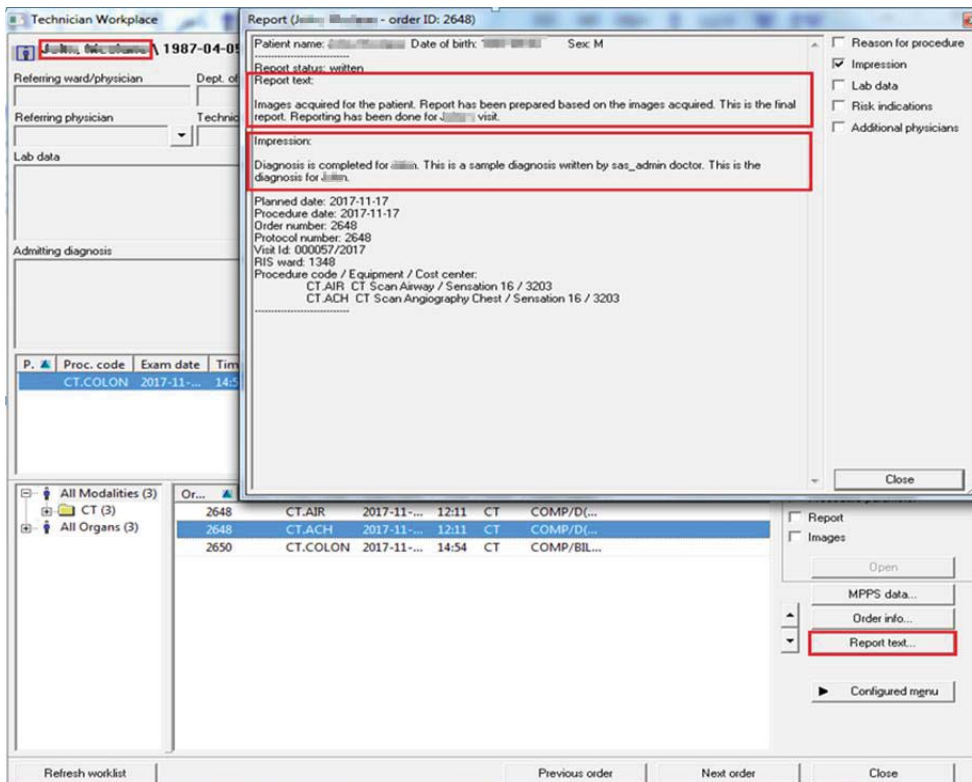
Office Button > Word Options > Advanced > (In the Cut, copy, and paste section):

In MS Word 2010/2013:

File >Options>Advanced>(In the Cut, copy, and paste section):



In case a report was created by using copy and paste, always verify the content. Open in *syngo* Workflow Classic Client the “Report text” like shown in the below screenshot. Check the content for completeness.



How will the issue finally be resolved?

For all *syngo* Workflow MLR customers Siemens is preparing a correction identified by SY077/17/S which will be applied by Siemens Healthcare Customer Service. The release is planned in January 2018.

For version VB37B the hotfix HF02 will contain an updated report template, which is the reference for customized templates. This is planned for 2nd quarter 2018. With this the correction delivered in January 2018 is obsolete.

Dissemination of the content of this notice

Please ensure that all users of the affected products within your organization and others who may need to be informed will receive the safety relevant information provided with this notice and will comply with the recommendations therein. We appreciate your understanding and cooperation with this safety advisory and ask you to immediately instruct your personnel accordingly. Please ensure that this safety advisory is retained in your product related records appropriately. Please keep this information at least until the measures have been finalized.

What if you no longer have this device/equipment?

If this product is no longer in your possession, please forward this Safety Advisory Notice to the new owner of this device. Please inform us about the new owner of the product.

We regret any inconvenience that this may cause, and we thank you in advance for your understanding.

Sincerely yours,

Siemens Healthcare GmbH

Name, Date

Name, Date