

URGENT Field Safety Notice

Care Assist Application Background Alerts Failure for iOS Devices (e.g iPhone, iPad)

28-NOV-2023

This document contains important information for the continued safe and proper use of your equipment.

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain this letter for your records.

Dear Customer,

Philips has become aware of a potential safety issue with the Care Assist application background alerts for iOS devices (e.g iPhone, iPad). This notification is intended to inform you about:

1. The problem and under what circumstances it can occur

It has been discovered that background notifications for the Care Assist application fail to send from PIC iX Event Notification and CareEvent under certain conditions. This failure is applicable to Apple iOS devices only.

Specifically, when a user places the Care Assist application into the background on an iOS device by opening a different application or locking the device, etc., the user is registered as being logged off from the device. Under this condition, push notifications are no longer sent to the user. If the Care Assist application is in the foreground (i.e., actively open on the user device), the events are correctly sent to the connected iOS device.

2. Hazard/harm associated with the issue

If the Care Assist application background alerts failure happens, due to the loss of event notification on iOS devices, there is a potential for a delay in the detection of a change in a patient condition. Although unlikely, this could potentially result in a patient harm.

3. Affected products and how to identify them

CareEvent and PIC iX Event Notification are tools for healthcare providers intended to provide supplemental patient, technical, and nurse call alarms, as well as provide system information messages (events).

Affected Devices:

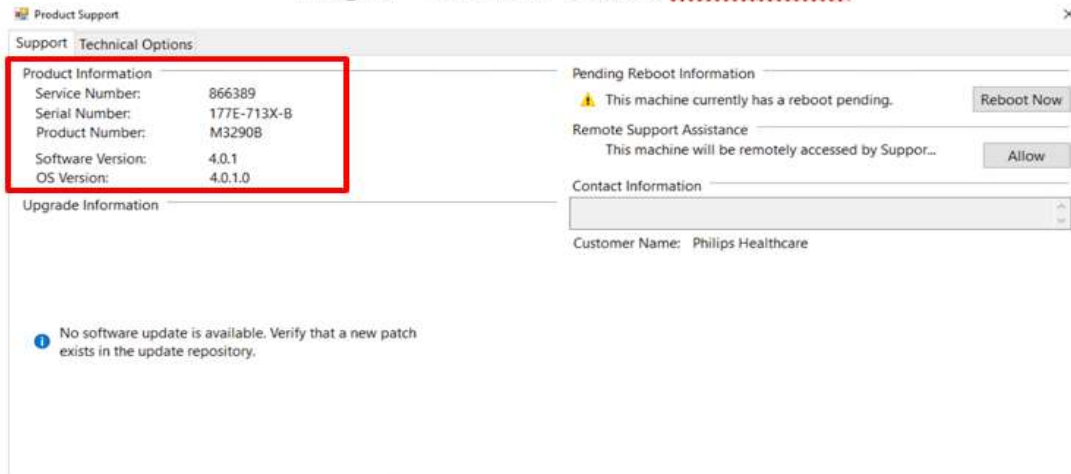
PIC iX Version 4.X and CareEvent Version C.03.X are affected by this issue:

#	Product Name(s)	Model Number(s)	UDI
1	Patient Information Center iX	866389	(01)00884838104594(10)4.0.1 (01)00884838104594(10)4.0.2 (01)00884838112070(10)4.1.0
2	Patient Information Center iX Expand	866390	(01)00884838112070(10)4.1.1 (01)00884838121782(10)4.2.0 (01)00884838121782(10)4.2.1
3	PIC iX Hardware	866424	
4	CareEvent	866435	(01)00884838099128(10)C.03.00
5	CareEvent Upgrade	866436	

Use the following instructions to identify the software revision of PIC iX:

Access the **Product Support** screen by clicking the **Philips** icon in your PIC iX application. The PIC iX Software Serial Number and Software Version appear on the **Product Support** screen in the **Product Information** Section under **Serial Number** and **Software Version** respectively. Refer to Image 1 below:

Image 1 – Software Version Identification



Use the following instructions to identify the software revision of CareEvent:

You can locate CareEvent version identifier on the product support page that is displayed when you select Help>About from a CareEvent application, or you will find it printed on the Philips-supplied software media kits.

4. Actions that should be taken by the customer / user in order to prevent risks for patients or users

If you use iOS devices (e.g iPhone, iPad) to receive event notifications:

- 1) Please conduct patient monitoring at the central station or patient bedside.
- 2) Please do not use iOS event notifications for patient monitoring.



This notice should be passed on to all those who need to be aware within your organization or to any organization where affected devices have been transferred.

5. Actions planned by Philips to correct the problem

A Philips representative will contact you to schedule a visit to install a software patch to your device which will correct the current issue. Patch PIC iX 4.2.2 will be provided for PIC iX 4.X and patch CareEvent C.03.07 will be provided for CareEvent C.03.X.

If you need any further information, please contact your local Philips representative at the Philips Customer Care Service Centre by:

Telephone: UKI : +448000260086
NI: +448000260430
ROI: +3531800832340

Email: ukisfco@philips.com

Philips regrets any inconvenience caused by this problem.

Sincerely,

Deborah Currin,
Head of Quality

URGENT Field Safety Notice Response Form

Reference: CR # 2023-CC-HPM-046, Care Assist Application Background Alerts Failure for iOS Devices (e.g iPhone, iPad)

Instructions: Please complete and return this form to Philips Healthcare promptly upon receipt and no later than 30 days from receipt by email: safetynoticeuki@philips.com. Completing this form confirms receipt of the URGENT Field Safety Notice, understanding of the issue, and required actions to be taken.

Customer/Consignee/Facility Name: _____

Street Address: _____

City/State/ZIP/Country: _____

Customer Actions:

If you use iOS devices (e.g iPhone, iPad) to receive event notifications:

- 1) Please conduct patient monitoring at the central station or patient bedside.
- 2) Please do not use iOS event notifications for patient monitoring.
 - Review the contents of this letter with your staff.
 - Pass this notice to all those who need to be aware within your organization or to any organization where affected devices have been potentially transferred.

We acknowledge receipt and understanding of the accompanying Product Notice and confirm that the information from this Notification has been properly distributed to all users that handle affected devices.

Name of person completing this form:

Signature: _____

Printed Name: _____

Title: _____

Telephone Number: _____

Email Address: _____

Date (DD / MMM / YYYY): _____