

Customer
Hospital
City
Postal code
Country
Attn.: XXX

Field Safety Notice: Transmission of patient results from ABL800 and ABL700 with Windows XPE to hospital/laboratory information systems, HIS/LIS

Priority Level: Urgent

Dear Customer

RADIOMETER has recently become aware that there is a potential risk of mix-up of patient results when transmitted to HIS/LIS systems.

Affected product:

ABL800 and ABL700 with Windows XPE with software versions below V6.13 and using the HL7 V2.5 communication protocol for transmitting results to a HIS/LIS system.

The mix-up occurs if:

- The communication line is interrupted or disconnected
- Two or more patient results are queued for transmission
- The communication is re-established and the analyzer transmits the results in the queue.

In this situation the first result will be transmitted with the correct patient ID, whereas succeeding results in the queue will be appended to the first patient ID.

RADIOMETER has developed a software update that will prevent the above from happening. The software update will be installed today or at your earliest convenience.

If you have any questions, please contact your Radiometer representative.

Best regards,
<Radiometer distributor>