

IMPORTANT SAFETY NOTICE

(FIELD SAFETY NOTICE, FSN)

Datum: 2012-07-16

TO

Recipient: System Administrator for SYSteam Cross

TYPE OF ACTION

Information about corrective safety

INFORMATION ON THE PRODUCT

Product: SYSteam Cross

Version: Version 4

SAFETY

Existing case DK712

Health care providers have reported a problem with the "Automatic generation of drugs to the list epikris". Information regarding the patient's prescriptions has been wrongly automatic generated to wrong patient's record. It is a potentially dangerous situation for the patient when false information is stored in epicrisis related drugs. This error can only occur if the "Automatic generation of drugs to the list epicrisis" is used in caregiver.

CORRECTIVE ACTION

The following information shall be communicated to all concerned SYSteam Cross users on the "Automatic generation of drugs to the list epikris" use of health care provider.

Users should be informed of the following actions to be taken:

- 1. If you are a user of journal SYSteam Cross needs to be alert in connection with a epicrisis established. Perform a careful check of the information about the patient's drugs in epicrisis.*
- 2. If you need assistance in reviewing and / or correct the patient's medical records, contact the local help desk.*

Information about the above must be disseminated to all users of SYSteam Cross.

Fill in the attached acknowledgment and return to EVERY's contact person. EVERY await your confirmation as soon as possible but no later than 2012-07-30

AUTHORITIES ARE ADVISED

I hereby certify that the MPA has been informed of the corrective security control on the market (FSCA).

Date 2012-07-13

CONTACT MANUFACTURER

If you have more questions about this notice or have problems completing this procedure, please contact the following contact person.

Responsible manufacturers: EVERY Health & Care Ltd

Contact: Carina Karlsson

E-mail: carina.karlsson @ evry.com

Phone: +4670-213 82 75

Our top priority is to maintain a high level of safety and quality. Contact us immediately if you have any questions.

Thank you!

Carina Karlsson

Product Owner SYSteam Cross EVERY Healthcare Systems Inc.

IMPORTANT SAFETY NOTICE

RETURNFORM

I confirm that I have read and understood the information in this notice. The measures provided have been taken

PRODUCT

Product: SYSteam Cross

Version: 4

Error description: Existing case DK712

Health care providers have reported a problem with the "Automatic generation of drugs to the list epicrisis". Information regarding the patient's prescriptions has been wrongly automatic generation has been in the wrong patient's record. It is a potentially dangerous situation for the patient when false information is stored in epicrisis related drugs. This error can only occur if the "Automatic generation of drugs to the list epicrisis" is used in caregiver.

Company: _____

—

Name: _____

Address: _____

Phone: _____

E-mail: _____

Signatur:(if faxed) _____

Date: _____