

RAPIDPoint® 400 Series, RAPIDPoint® 500, and RAPIDLab® 1200 Series Analyzers

Incorrectly Entered Patient IDs

Our records indicate that you have a RAPIDPoint® 400 Series, RAPIDPoint® 500, or RAPIDLab® 1200 Series blood gas analyzer in your facility.

This letter is in response to customer complaints regarding the above identified blood gas analyzers. According to reports received, users can inadvertently enter a wrong patient ID on the demographics screen, which ultimately could lead to a misidentification of the sample.

Patient ID mismatches could be caused by the following:

1. Inadvertently accepting the pre-selected patient ID on the demographics screen

Mitigation: You need to deselect the Patient List button.

2. Overwriting sample demographics by incorrect operation of the Patient List button

Mitigation: You need to deselect the Patient List button.

3. Scanning the wrong barcode ID

Mitigation: In the individual facility's training program, the importance of verifying demographics before leaving the demographics screen should be re-emphasized.

4. Manually typing in the wrong ID

Mitigation: You can enable barcode entry only.

In each of these cases, failure to check the correct demographics before moving on to the results screen will assign the wrong demographics to the sample being tested.

A mandatory software update, where the user will be required to select the intended patient, is planned for each of the blood gas analyzer platforms to improve handling of the patient list selection criteria (mitigates by design item 1 and 2 above).

- On the RAPIDLab 1200 Series analyzer, it is currently available in software versions 3.2 and higher.
- On the RAPIDPoint 400 Series analyzers, it will be featured in software version 3.9, available in January 2014.
- On the RAPIDPoint 500 analyzers, it will be featured in software version 2.2, available in January 2014.

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- If you do not wish to overwrite the demographics, you **must** exit the patient list screen by selecting the Back button, and not the Continue button.

RAPIDPoint 400 Series and RAPIDLab 1200 Series Analyzers



Grey Back Button



Green Continue Button

RAPIDPoint 500 Analyzer



Blue Back Button



Blue Continue Button

Please retain this letter with your laboratory records, and forward this letter to those who may have received this product.

We apologize for any inconvenience this situation has caused.

If you have any questions, please contact your local Customer Care Center – Technical Support Representative at 4477 4477