

# Urgent Field Safety Notice

For attention of: **Consumer**

Manufacturer's reference: SB\_RDC\_2021\_03

SRN number: DE-MF-000006276

Petaling Jaya, 14 Jul 2021

## **Important information about open vials of Accu-Chek® Performa test strips**

Dear valued customers,

At Roche Diagnostics (M) Sdn Bhd, we strive for the highest quality of products and services and are committed to keeping you informed as soon as there is a potential issue of which you should be made aware. This is why we would like to inform you today about the rare occurrence of Accu-Chek® Performa test strip vials which have opened while still in a sealed carton. If you have a test strip vial that has opened while still in a sealed carton, you may observe the inability to perform a valid blood glucose measurement on your meter, because an open vial would expose the test strips to humidity which damages the strips and could result in inaccurate results (such as positively biased, or falsely too high, results). Inappropriate therapy decisions based on inaccurate results could lead to adverse health consequences.

## **Description of Situation and Rationale giving rise to this corrective measure**

Roche Diagnostics (M) Sdn Bhd has received complaints from one hospital in the United States alleging unexpected results (such as positively biased, or falsely too high, results) when using test strip vials which have opened while still in a sealed carton.

The Roche investigation showed that, in very rare circumstances, it is possible that a vial can open in a sealed carton while in transit.

This could happen to Accu-Chek® Performa test strips, when they are shipped at elevated temperature ( $\geq 45^{\circ}\text{C}$  or  $113^{\circ}\text{F}$ ) AND when the carton is dropped or handled roughly during transit and distribution process. It is only when these two conditions occur in combination that the failure mode has been observed.

Due to the influence of high temperature and humidity this failure might affect the accuracy of the blood glucose measurement.

## **Details on affected test strips**

The potentially affected test strip is

- Accu-Chek® Performa

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## Actions taken by Roche Diagnostics (M) Sdn Bhd

Roche Diagnostics (M) Sdn Bhd is updating product labeling to clarify instructions for handling vials that have opened within sealed cartons. Roche Diagnostics (M) Sdn Bhd will provide test strip replacements to users who have purchased test strip vials which have opened while still in a sealed carton.

## Actions to be taken by users of Accu-Chek® Performa test strips

- Users are advised to always inspect vials of Accu-Chek® Performa test strips before use.
- Please, do not use the test strips if
  - vial is open or damaged before using the test strips for the first time,
  - the cap is not fully closed
  - you see any damage to the cap or vial, or
  - anything prevents the cap from closing properly.
- Please do not perform control testing as instructed in the meter manual.
- If you have any affected product, please dispose of the test strips immediately.
- Roche Diagnostics (M) Sdn Bhd will provide test strip replacements to users who have purchased vials that were open within the sealed carton. To obtain replacement from Roche Diagnostics (M) Sdn Bhd, please call our Accu-Chek Customer Care line at 1800-88-1313.



## Communications of this Field Safety Notice

Your national competent authority, healthcare professionals, distributors and retailers and users of the Accu-Chek® Performa test strips have been informed about this field action. We sincerely apologize for any inconvenience this may cause and hope for your understanding and cooperation. Please call our Accu-Chek Customer Care line at 1800-88-1313, if you need any additional advice on the handling of the Accu-Chek® Performa test strips or have any further questions or concerns. We appreciate your time and attention to this important notification.

Kind regards,

Roche Diagnostics (M) Sdn Bhd.

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