Neighborhood Health Plan OF RHODE ISLAND™

910 Douglas Pike, Smithfield, RI 02917

DME Device Voluntary Recall Alert

November 30, 2021

On June 14, 2021, Philips (manufacturer) issued a voluntary recall notification for specific affected ventilation and sleep apnea devices secondary to degraded sound abatement foam.

The official medical device recall notification issued by Philips Respironics, advises the following for the specific affected devices:

- **For patients using affected BiLevel PAP and CPAP devices:** Discontinue use of affected units and consult with physicians to determine the benefits of continuing therapy and potential risks.
- **For patients using life-sustaining mechanical ventilator devices:** Do NOT discontinue or alter prescribed therapy, without consulting physicians to determine appropriate next steps.

Neighborhood members can determine if their specific ventilator and/or sleep apnea device is affected by going to the following website: https://www.philipssrcupdate.expertinquiry.com/ or by calling Philips Respironics at 1-877-907-7508. Members will then be instructed to follow the registration process established by Philips Respironics.

Philips has developed a comprehensive plan to replace the current sound abatement foam with a new material that is not affected by this issue. This process has already begun and Philips intends to complete the repair and replacement of all affected devices within the next 12 months.

For additional clinical information and FAQs, click here to be directed to the Philips website for healthcare providers.

Neighborhood has issued letters to our members advising them of this voluntary recall and instructed them to contact their primary care provider if they have questions about the continued use of their current equipment.

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