



December xx, 2018

URGENT FIELD SAFETY NOTICE**Biased Results using VITROS® Chemistry Products VALP Reagent**

Dear Customer,

As part of a Field Safety Corrective Action, this notification provides information regarding VITROS VALP Reagent, Generation (GEN) 25.

Our records indicate you were shipped an affected lot.

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Product Name (Unique Identifier No.)	Product Code	Affected Generation (GEN)	Affected Lots	Expiry
VITROS® Chemistry Products VALP Reagent Pack (10758750006748)	6801710	GEN 25	25-5263	2017-09-09
			25-5503	2018-01-06
			25-5727	2018-04-30
			25-5974	2018-08-14
			25-6067	2018-11-05
			25-6393*	2019-04-05
VITROS Chemistry Products VALP Reagent is used on VITROS 5,1 FS/4600 Chemistry Systems, VITROS 5600/XT 7600 Integrated Systems to quantitatively measure valproic acid (VALP) concentration in human serum and plasma. *Lot 25-6393 is the only non-expired lot remaining.				

Description of Issue

Ortho confirmed customer complaints of negatively biased results when using VITROS VALP Reagent, GEN 25.

Impact to Results

Our internal investigation determined that results generated using GEN 25 are negatively biased across the measuring range as shown on page two.

As per standard practice, physicians monitoring patients' drug level often review previous results. Due to the wide therapeutic range for VALP, the drug dose is more likely to be determined by disease control and the symptoms indicating side effects of the drug, rather than blood concentration. If drug toxicity occurs, it would be an acute episode, and once resolved, VALP results obtained at that time would have no long term affect. A review of previous results is not necessary and probably would reveal little actionable information. However, we do recommend that you discuss any concerns with your laboratory medical director or physicians.

Resolution

The root cause analysis is ongoing; however, our preliminary investigation determined that undetected variability in the release process caused a negative bias. We have implemented interim corrective actions to help prevent future occurrences. Further actions will be implemented as appropriate. Alternate in-date VALP reagent has demonstrated acceptable accuracy during our investigation.

If you have any GEN 25 (Lot 25-6393) remaining in your inventory, Ortho will provide replacement or credit your account. Partial sales units can only be credited not replaced. **An adequate supply of replacement product is available and Ortho will expedite your replacement order.**

REQUIRED ACTIONS

- Discontinue using Gen 25 (Lot 25-6393), discard any remaining inventory, and switch to GEN 26 or above.
- If you do NOT have GEN 26 or above at this time, consider the following alternate options:
 - Use an alternate valproic acid method until your replacement order arrives.
 - Consult with your medical director to determine if the bias observed when using GEN 25 is acceptable for continued use, and if so, continue to use until your replacement arrives.
- Ortho will credit and/or replace your remaining inventory of Gen 25 (Lot 25-6393). Please specify full and/or partial sales units remaining and indicate your preference of credit or replacement on your Confirmation of Receipt form.
- In accordance with regulatory requirements, complete the Confirmation of Receipt form no later than **December xx, 2018**.
- Post this notification by your VITROS System or with your user documentation.
- Forward this notification if the product was distributed outside of your facility.

Contact Information

We apologize for any inconvenience this may cause in your laboratory. If you have questions, please contact Ortho Care™ Technical Solutions Center **at insert number**.

Insert signatory if appropriate in your region

Questions and Answers

1. What is the impact to my results when using VITROS VALP Reagent, GEN 25?

Our internal investigation determined that results generated using GEN 25 are negatively biased across the measuring range. This data was generated using Lot 25-6067 (prior to its expiration) and Lot 25-6393; no other lots from GEN 25 were available for testing.

Conventional Units (µg/mL)		
Concentration Range (µg/mL)	Maximum Bias Observed (µg/mL)	Average Bias Observed (µg/mL)
<50	-5.2	-3.1
50-120	-14.5	-8.9
>120	-15.9	-7.8

SI Units (µmol/L)		
Concentration Range (µmol/L)	Maximum Bias Observed (µmol/L)	Average Bias Observed (µmol/L)
<346.5	-36	-21.5
346.5-831.6	-100.5	-61.7
>831.6	-110.2	-54.1

Alternate Units (mg/L)		
Concentration Range (mg/L)	Maximum Bias Observed (mg/L)	Average Bias Observed (mg/L)
<50	-5.2	-3.1
50-120	-14.5	-8.9
>120	-15.9	-7.8

Variables such as system maintenance, environment, reagent storage/handling, control material reconstitution and sample handling can affect the reproducibility of test results noted above.

2. Is this issue detectable?

VITROS Chemistry Products TDM Performance Verifiers I, II, and III will not detect this issue. If using another manufacturer's control or performing a patient correlation, the bias may be detected.

3. What should I do with my current inventory of VITROS VALP Reagent, GEN 25?

If you are using GEN 25, immediately discontinue using and discard your remaining inventory and switch to an alternate GEN. Ortho will credit your account or replace your remaining inventory as indicated on your Confirmation of Receipt form. An adequate supply of replacement product is available and Ortho will expedite your replacement order.

4. How can I determine the GEN number for the VITROS VALP Reagent in my inventory?

Use the example below to determine the GEN on the product packaging:

