URGENT

Ortho Clinical Diagnostics

Month DD, YYYY

URGENT FIELD SAFETY NOTICE

Potential Bias Observed in VITROS Chemistry Products HbA1c Reagent Kit

Dear Valued Customer,

The purpose of this notification is to inform you that Ortho Clinical Diagnostics (Ortho) confirmed an issue affecting VITROS Chemistry Products HbA1c Reagent Kit where affected reagent packs:

1. may generate biased results (compared to unaffected packs) and
2. have the potential to exhibit atypical drift after loading on the system

Product Name	Product Code (Unique Device Identifier)	Affected Lot	Expiry
VITROS Chemistry Products HbA1c Reagent Kit	6842905 (10758750030729)	29-9396	2023-SEP-02
		29-9466	2023-SEP-02
		30-9647	2023-NOV-25
		30-9803	2023-NOV-25
		31-9648	2024-JAN-24
		32-9925	2024-APR-14
		33-1097	2024-JUL-18
		33-1105	2024-JUL-18
		33-1228	2024-JUL-18
		34-1345*	2024-OCT-17

For *in vitro* diagnostic use only. VITROS Chemistry Products HbA1c Reagent is used on the VITROS 5,1 FS/4600 Chemistry Systems and the VITROS 5600/XT 7600 Integrated Systems for the quantitative determination of percent glycated hemoglobin A1c (DCCT/NGSP) and mmol/mol hemoglobin A1c (IFCC) in human whole blood.
The test is to be used as an aid in diagnosis of diabetes, as an aid in identifying patients who may be at risk for developing diabetes mellitus, and for the monitoring of long-term blood glucose control in individuals with diabetes mellitus.

Issue Description

During Ortho's internal release testing of Lot 34-1345, an issue was confirmed up to 6% of reagent packs may generate the biased results. Subsequent testing also confirmed atypical drift on results obtained from affected reagent packs. As the issues were detected in the most recent lot, Ortho's investigation is on-going.

*Release testing performed on reagent Lot 34-1345 identified this issue. In an abundance of caution, the required actions are applicable to all lots within expiry (listed above) as well as future lots until your laboratory receives an additional notification from Ortho. However, while data is limited, a review of the release testing indicated no other lots were impacted.

Important notes:

- This issue is detectable by performing Quality Control (QC) by following the Required Actions instructions below.
- Pack-to-pack variability or within pack drift on affected reagent packs may cause unexpected positive bias (drift) or negatively-biased (pack-to-pack variability) results.
- If an affected pack is used for calibration, the QC results obtained post-calibration from the same pack may be within your laboratory's established range. It may take up to 2 days after loading to detect the unexpected drift of QC results obtained from the same affected reagent pack.
- If calibrating on an unaffected pack, any subsequently affected packs will show a negative bias that drifts positive over time on the system.

Impact to Results

The estimated impact to results for both the reagent pack-to-pack bias and atypical drift are provided below. Your laboratory's results may differ somewhat in performance due to pack-to-pack and other sources of variability.

The following table represents the magnitude of bias (QC or patient samples) observed between a result obtained from affected and unaffected pack.

Fluid	% A1c			mmol/mol		
	Unaffected Pack Result	Affected Pack Average Result Bias	Affected Pack Maximum Result Bias	Unaffected Pack Result	Affected Pack Average Result Bias	Affected Pack Maximum Result Bias
A1c PV I	5.39	-0.63	-0.80	35.4	-6.8	-8.7
A1c PV II	9.64	-1.65	-2.07	81.8	-18.1	-22.6

The following table represents the magnitude of observed within-pack drift between time = 0 hours (defined as time loaded on the system), 8 hours, and 24 hours after loading the affected reagent pack.

Affected Pack (%A1c)						
Fluid	Initial Result Time =0	Average Result Bias After 8 Hours	Maximum Result Bias After 8 Hours	Average Result Bias After 24 hours	Maximum Result Bias after 24 hours	2x Within-Lab SD
A1c PV I	4.83	0.11	0.16	0.32	0.48	0.30
A1c PV II	8.06	0.28	0.41	0.83	1.24	0.48
Affected Pack (mmol/mol)						
Fluid	Initial Result Time =0	Average Result Bias After 8 Hours	Maximum Result Bias After 8 Hours	Average Result Bias After 24 hours	Maximum Result Bias after 24 hours	2x Within-Lab SD
A1c PV I	29.2	1.2	1.7	3.5	5.2	3.30
A1c PV II	64.6	3.0	4.5	9.1	13.6	5.30

The results from any diagnostic test should be evaluated in conjunction with a patient's history, risk factors, clinical presentations, signs, and symptoms as well as the results of other tests. The observed biases may potentially cause diagnostic confusion or misrepresentation of the effectiveness of possible treatment.

If QC fails, follow your laboratory's standard troubleshooting and assess results obtained since the last acceptable QC results were obtained. Discuss any concerns regarding previously reported results with your Medical Director to determine if action is needed.

Required Actions Instructions

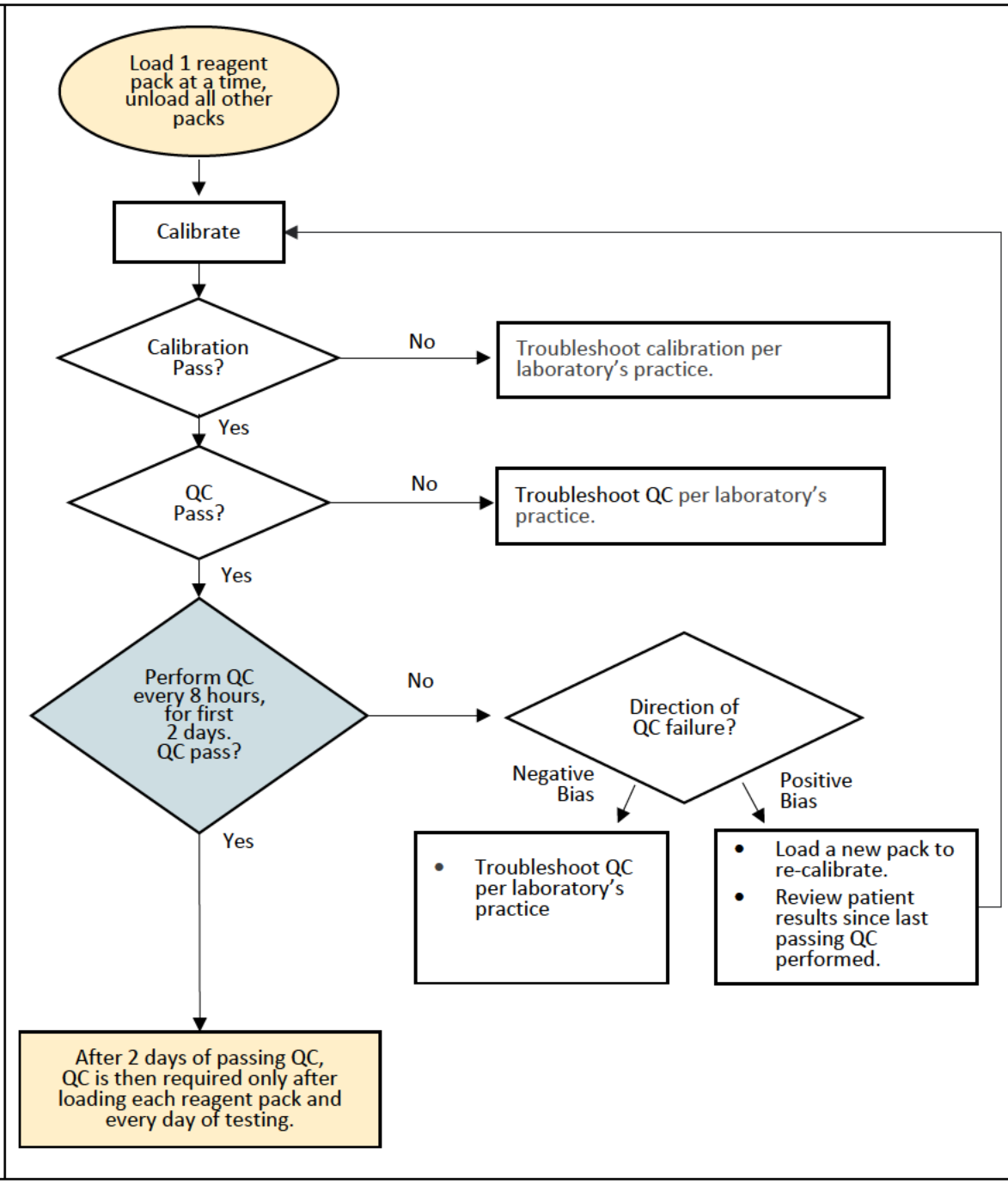
The following sequential instructions apply to all lots listed above and future lots until further notification.

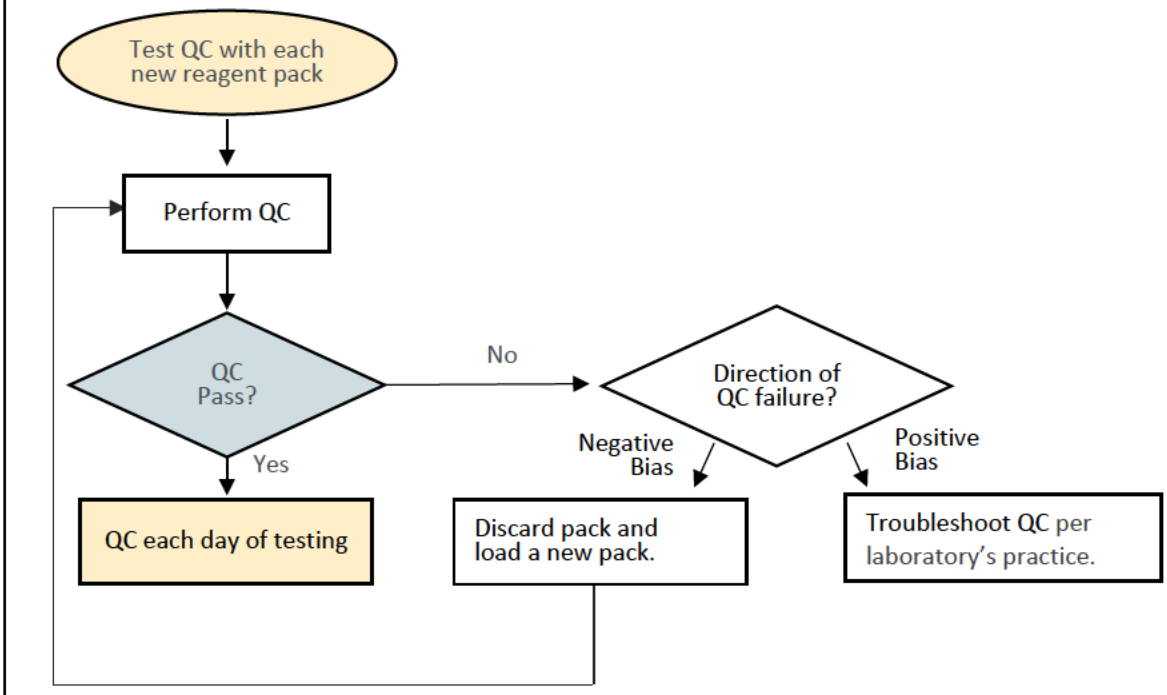
- **Reagent Pack Used for Calibration**
  - If your system currently has multiple HbA1c reagent packs, leave one reagent pack on the system and unload all other reagent packs and store at 2-8 ºC (36-46 ºF) until needed.
  - Calibrate the one HbA1c reagent pack on your system.
  - Perform QC after successful calibration. QC must be acceptable and subsequently performed every 8 hours of testing, for the first 2 days that the reagent pack is onboard the system.
  - If QC fails with a negative bias, troubleshoot according to your laboratory's procedure.
  - If QC fails with a positive bias, load a new pack and re-calibrate following the required actions. Review the patient results since the last passing QC by your Medical Director.
  - After 2 days of passing within your laboratory's established QC range, performing QC every 8 hours is no longer necessary on that pack. Refer to Testing section below for QC requirements after calibration.

- **Reagent Pack Loading** – Only have <u>one</u> reagent pack loaded onboard your VITROS System at a time.

- **Reagent Pack Used for Testing**
  - Once the reagent pack used for calibration is depleted, QC must be performed upon loading *each* reagent pack and must be within the laboratory's established QC range prior to patient testing.
  - If the QC results are outside your laboratory's established range with a negative bias, then discard that reagent pack and load a new pack to perform QC again.
  - Ortho's observed data does not demonstrate an initial positive bias on affected reagent packs. If observed, follow your normal troubleshooting protocol.

Reagent Pack Used for Calibration



Reagent Pack Used for Testing	

Resolution

Ortho's investigation is on-going. A notification will be issued once additional information is available and/or the required actions described in this communication are no longer needed.

REQUIRED ACTIONS

- In an abundance of caution, follow the Required Actions Instructions listed above for all lots of VITROS HbA1c Reagent packs in your laboratory.
- Due to limited supply, Ortho will credit your account for affected VITROS HbA1c Reagent tests that have been discarded. Indicate quantities to be credited on the enclosed Confirmation of Receipt form.
- Complete the enclosed Confirmation of Receipt form no later than **Month ##, YYYY.**
- Please forward this notification if the affected product was distributed outside of your facility.
- Save this notification with your user documentation or post this notification by each VITROS 5,1 FS/4600/5600/XT 7600 System until further notification.
- If your laboratory has experienced the issue with this product and you have not already done so, please report the occurrence to your local Ortho Care™ Technical Solutions Center.

Contact Information

We apologize for the inconvenience this will cause your laboratory. If you have further questions, please contact Ortho Care Technical Solutions Center at *insert number.*

Insert signatory if appropriate in your region.

Questions & Answers

1. **What is the likelihood that I will receive an affected pack?**

   The occurrence rate of an affected pack is up to 6% in Lot 34-1345.

2. **Will QC detect if I have an affected reagent pack? When should QC be performed? What should I do if the QC fails?**

   Yes, QC will detect an affected reagent pack after loading and performing QC.

   If the affected reagent pack is used for calibration, the QC may not detect the bias initially after loading. Thus, QC should be performed after calibration and every 8 hours of testing for the first 2 days.

   Refer to the Required Actions Instructions above if the QC fails with reagent packs used for calibration and testing.

3. **Why do I need to run QC samples every 8 hours of testing for the first 2 days for the reagent pack I calibrate on?**

   After calibration on an affected pack, QC results may initially produce acceptable results. An affected pack may also exhibit atypical drift which would cause results, including QC, to then drift out of the acceptable range. If an affected pack is used for the calibration, QC will detect the atypical drift within the first 2 days after loading. In an abundance of caution, QC should be performed after calibration and every 8 hours of testing for the first 2 days.

4. **If I am on a previous lot, do I need to re-calibrate?**

   Yes, you must re-calibrate with your current lot or new lot. Refer to the Required Actions Instructions for reagent packs used for calibration.

5. **Can patient samples be tested with the reagent pack that I have calibrated on?**

   Yes, as long as the instructions in this communication are followed, the reagent pack can be used for patient testing due to the low probability of the occurrence rate up to 6% of reagent packs.

6. **Will I receive a replacement for the reagent that my laboratory discards?**

   No, due to the limited supplies, only credit for the VITROS HbA1c reagent, calibrator kit and controls will be applied to your account.

Confirmation of Receipt – Response Required

Communication ID: 2023-096a EU Date of Issue: DD-MMM-2023

URGENT FIELD SAFETY NOTICE

Potential Bias Observed in VITROS Chemistry Products HbA1c Reagent Kit
All current and future lots (Product Code 6842905)

*Please return this completed form by **fax** or **scan to PDF** and email so that we can complete our records no later than:* **DD-MMM-YYYY**

Send to: **Name** e-Mail Address: **Email** Fax: **Fax Number**

Verification Request

☐ ***I confirm this contact information and no changes are required***

Institution:		UCN:	
Contact:			
Address:			
City:		State/Prov:	
Zip/Postal Code:		Phone:	
e-Mail:		Fax:	

Please complete this section if any of this information has changed

Institution:			
Contact:			
Address:			
City:		State/Prov:	
Zip/Postal Code:		Phone:	
e-Mail:		Fax:	

Please Confirm

I received the Urgent Field Safety Notice regarding an issue affecting the VITROS Chemistry Products HbA1c Reagent Kit where certain reagent packs may generate biased results and has the potential to exhibit atypical drift after calibration.

I understand and will follow the Required Action Instructions provided in the customer letter for the use of VITROS HbA1c reagent packs on my VITROS System.

My laboratory will submit the Request for Credit form periodically, as needed.

Please choose from the following:

- ☐ My laboratory has not received VITROS® HbA1c Reagent Kit and therefore is not affected by this issue.
- ☐ My laboratory uses VITROS® HbA1c Reagent Kit but does not have any lots remaining in inventory.
- ☐ My laboratory will continue to use VITROS® HbA1c Reagent Kit following the instructions provided in this communication.
- ☐ My laboratory will discontinue using VITROS® HbA1c Reagent Kit.

Please select if applicable:

- ☐ Credit my account (Credit only will be issued for discarded partial sales units, credit can also be issued for discarded full sales units.)

For reference: One Sales Unit of VITROS® HbA1c Reagent Kit (Product Code: 6842905) = 75 tests/pack; 300 tests/kit

Product Name / Product Code / LOT	Quantity of Full Sales Units Discarded (unopened)	Quantity remaining in partially used (opened) Packs
VITROS HbA1c Reagent Packs / 6842905 / Lot#		

Print Name:

Phone Number: Date:

Signature: Required
Your signature confirms that you have received and understand this communication.

Your Comments:

If you are responding for more than one location, please list below all locations and Customer Numbers (UCNs) that your signature represents:

Locations you Represent:

For Customers Who Order from a Distributor	Distributor Name
If you order from a Distributor, please provide the name of your distributor	

Content ID:

Request for Credit

Potential Bias Observed in VITROS Chemistry Products HbA1c Reagent Kit

Please complete and return this form to request credit for VITROS Chemistry Products HbA1c Reagent Kit used for additional QC or in house repeat patient testing.

Please make additional copies of this form on an as-needed basis.

SEND TO: Joe Falvo, Post Market Risk Management

- **EMAIL:** Email Address
- **FAX:** Fax Number

Please credit my account for the additional VITROS Chemistry Products HbA1c Reagent packs tests used for additional QC or in house repeat patient testing:

Date Range: _____

Request for Credit			
Product Code	**Name of Product**	**Lot Number(s)**	**Quantity of additional tests used**
6842905	VITROS Chemistry Products HbA1c Reagent Kit		

***Your signature attests that the affected product listed above was used for the additional testing protocol.**

Your Name: _____ Job Title (optional): _____

Signed*: _____ Date: _____

Institution/Contact Name: _____

Address: _____ State/Province: _____ Postal Code_____

J Number: _____ Telephone Number: _____

Universal Customer Number: _____ Distributor Name (and location if known) if products are purchased from a Distributor: _____