

## URGENT - Field Safety Notice

### Pinnacle<sup>3</sup> Radiation Therapy Planning System Incorrect Dose Export

This document contains important information for the continued safe and proper use of your product

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy of this notice near the affected Pinnacle<sup>3</sup> Radiation Therapy Planning System(s) for ease of reference.

August 2022

Dear Customer,

A problem has been identified in the Philips Pinnacle<sup>3</sup> Radiation Therapy Planning System that could pose a risk for patients undergoing radiation therapy treatment. This Field Safety Notice is intended to inform you about:

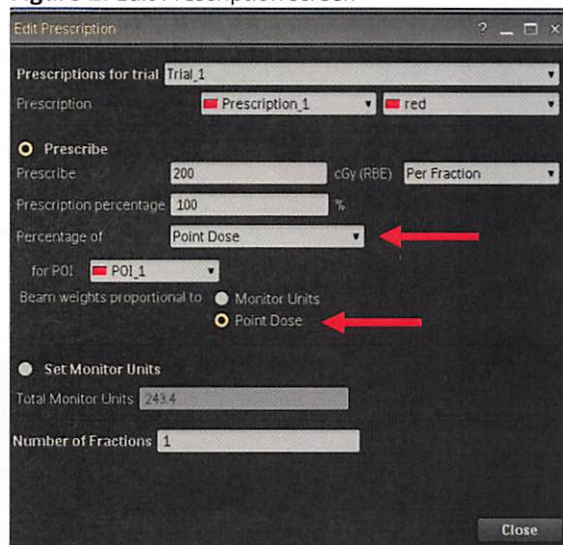
#### 1. What the problem is and under what circumstances it can occur

When computing a radiation dose in the Pinnacle<sup>3</sup> Radiation Therapy Planning System, the exported dose information is incorrect when there is more than one beam attached to the prescription and the following options are selected on the Edit Prescription screen (see Figure 1):

- **Percentage of** is selected as **Point Dose**
- **Beam weights proportional to** is selected as **Point Dose**

Any new treatment plans created with an exported dose generated from plans using the prescription methods listed above will be incorrect.

Figure 1: Edit Prescription screen





#### 4. Describe the actions that should be taken by the customer / user in order to prevent risks for patients.

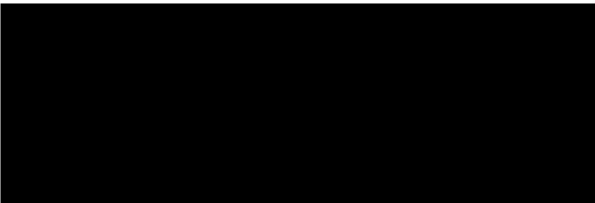
- A. To avoid exporting an incorrect dose, do not prescribe to Percentage of Point Dose. Only prescribe plans using one of the following options until the software solution is provided by Philips:
- Max Dose
  - Region of Interest (ROI)
  - ROI Min
  - ROI Max
  - ROI Mean
  - ROI Volume
  - Set Monitor Units
- B. Circulate this notice to the Head of Medical Physics in your Radiation Oncology Department or your Department Director with specific instructions that this notice be distributed to all users of the Pinnacle<sup>3</sup> Radiation Therapy Planning System, so that they are aware of the product issue and associated hazard/harm.
- C. Post this notice near the affected Pinnacle<sup>3</sup> Radiation Therapy Planning System(s) for ease of reference.
- D. Please complete and return the attached response form to Philips promptly and no later than 30 days from receipt via email to: [<details to be completed by the Market>](#)

#### 5. Describe the actions planned by Philips to correct the problem

Philips is currently developing a correction which will be released in the future. Once the correction is released, Philips will contact your site to schedule installation of the software solution to resolve the issue.

This notice has been reported to the appropriate Regulatory Agencies.

Please be assured that maintaining a high level of safety and quality is our highest priority. If you need any further information or support concerning this issue, please contact your local Philips representative: [<Philips representative contact details to be completed by the Market>](#)





**Field Safety Notice  
RESPONSE FORM**

**Reference:** Pinnacle<sup>3</sup> Radiation Therapy Planning System – Incorrect Dose Export  
Software versions 16.0.4/16.4.2/16.4.3 (FCO87000100), 18.0.1 (FCO87000101), and 16.4.6 (FCO87000102).

**Instructions:** Please complete and return this form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the Field Safety Notice, understanding of the issue, and required actions to be taken.

Customer/Consignee/Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/ZIP/Country: \_\_\_\_\_

**Customer Actions:**

- To avoid exporting an incorrect dose, only prescribe plans using one of the options listed in Section 4 of the Field Safety Notice.
- Circulate this notice to the Head of Medical Physics in your Radiation Oncology Department or your Department Director with specific instructions that this notice be distributed to all users of the Pinnacle<sup>3</sup> Radiation Therapy Planning System, so that they are aware of the product issue and associated hazard/harm.
- Post this notice near the affected Pinnacle<sup>3</sup> Radiation Therapy Planning System(s) for ease of reference.

We acknowledge receipt and understanding of the accompanying Field Safety Notice and confirm that the information from this letter has been properly distributed to all users of the affected systems.

**Name of person completing this form:**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date  
(DD/MM/YYYY): \_\_\_\_\_

Please complete and return this form to Philips promptly upon receipt and no later than 30 days from receipt via email to: [<details to be completed by the Market>](#).