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Philips CPAP Recall Now What?!

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November 4, 2021



Today's Focus



Determine if your CPAP is recalled



Register device online



Suggested next steps



Sleep apnea or CPAP 101



Medical advice



Legal advice

Scope of Problem



Recall affects

4 million people
worldwide



Resolution in

12 months:
Supply Chain Issues
FDA accountability



Insurance doesn't cover

Machines less than
5 years old



Need

For increased advocacy



Legal Action

Class action lawsuits



Solve the problem

So what's your plan?

Check to see if your CPAP was recalled



PHILIPS

<https://www.philipssrcupdate.expertinquiry.com/?ulang=en>

Affected Devices

All Devices manufactured before 26 April 2021, All serial numbers	
Continuous Ventilator, Minimum Ventilatory Support, Facility Use	E30 (Emergency Use Authorization)
Continuous Ventilator, Non-life Supporting	DreamStation ASV
	DreamStation ST, AVAPS
	SystemOne ASV4
	C-Series ASV
	C-Series S/T and AVAPS
	OmniLab Advanced+
Noncontinuous Ventilator	SystemOne (Q-Series)
	DreamStation
	DreamStation Go
	Dorma 400
	Dorma 500
	REMstar SE Auto

All Devices manufactured before 26 April 2021, All serial numbers	
Continuous Ventilator	Trilogy 100
	Trilogy 200
	Garbin Plus, Aeris, LifeVent
Continuous Ventilator, Minimum Ventilatory Support, Facility Use	A-Series BiPAP Hybrid A30 (not marketed in US)
	A-Series BiPAP V30 Auto
Continuous Ventilator, Non-life Supporting	A-Series BiPAP A40
	A-Series BiPAP A30

Register your unit

Step 1: Check to see if your unit is affected by the field safety notification.*

Enter your unit serial number in the field below and click “Check Unit”. You can find your serial number on the label on the bottom of your unit. It is the letters and numbers that follow the SN or S/N on the label.

NOTE: Please verify that you are entering the serial number from your CPAP, BiLevel PAP or Ventilator Device directly and not any attached humidifier (the water reservoir/tank).

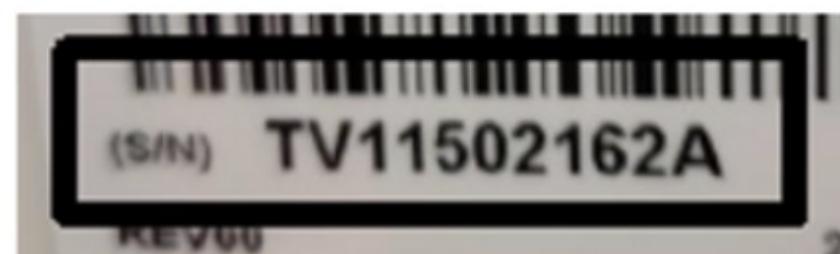
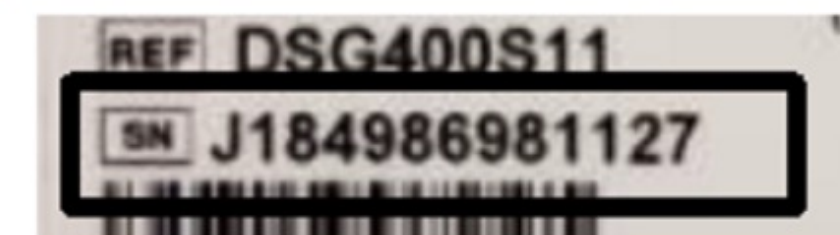
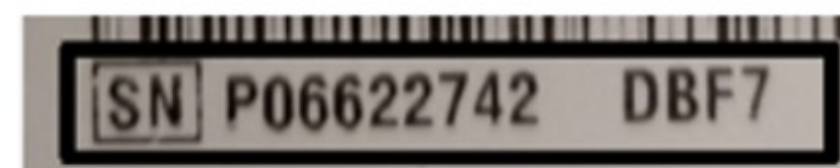
Further assistance to locate your serial number can be found [here](#).

If you own more than one device, you will need to complete the registration process for each separately.

Serial Number (S/N) -do not enter spaces:

Check Unit

Serial Number Examples



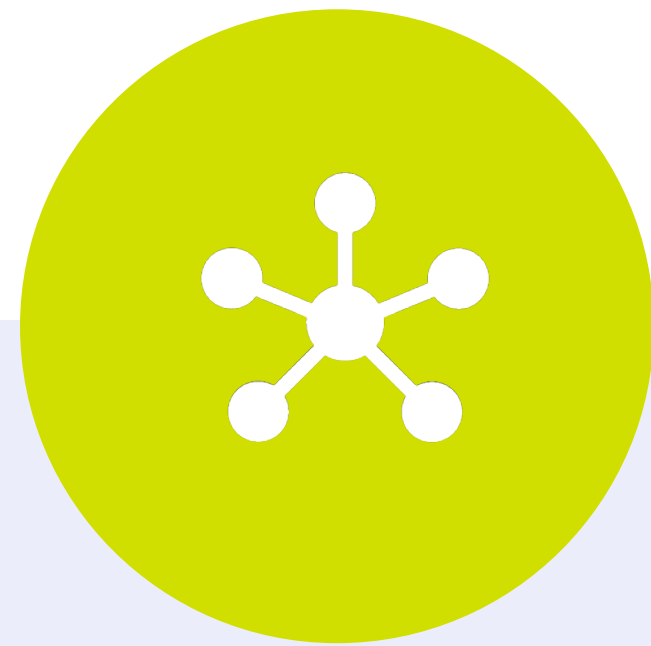
Stay Informed



Check FDA's regulatory updates

<https://www.fda.gov/medical-devices/safety-communications/philips-respironics-cpap-bipap-and-ventilator-recall-frequently-asked-questions>

Your mileage may vary



Many

Factors and
variables



Increasing

Opportunities
for advocacy



Response Inequity

Experiences are not
the same across the
board—but better
outcomes as pressure
increases



Examples

We'll investigate 3
unique situations
and outcomes

Paul's Experience



Went to Philips site, learned CPAP was on recall list



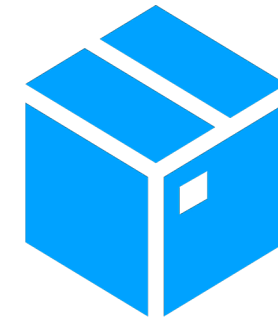
Unable to register online, site overloaded



Initial response from DME unhelpful



Consulted PCP/sleep doctor



Ordered, received new device
old device 5+ years old



Advocacy and education

Dennis' Experience



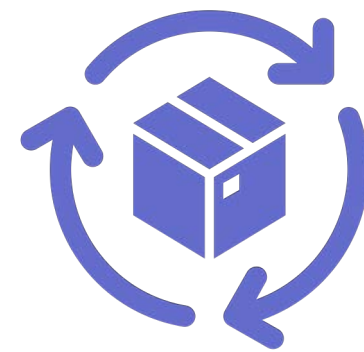
Reports Philips recall of
CPAP/BIPAPs



Contacted Kaiser's DME Dept



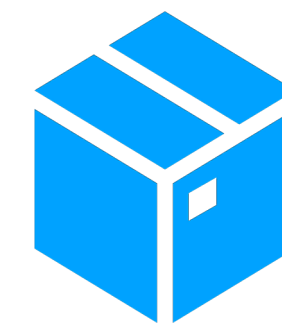
Kaiser Physician advised to not
use machine



1. Stop using machine
2. Kaiser won't cover cost
3. May take 10+ months



Complained to
Oregon Ins. Commissioner
SHIBA
Region X CMS



Kaiser replaced at no cost

Holly's Experience



Kaiser Member



Registered on Philips site
early July



Doctor advised to use machine,
outweighs risks



Philips sent letter in late Aug:
Will take a while to send
replacement



Thank you again for taking the time to register your device, ensuring that your information is in our system.

As a reminder, your confirmation number is: 2021080201503775

Currently, we are processing the device serial number registrations that have been received and are actively working with global competent authorities on the remediation process. Our organization is working diligently to replace or repair devices as soon as possible. Based on current estimates of impacted devices worldwide, we are working towards completing this effort within approximately 12 months.

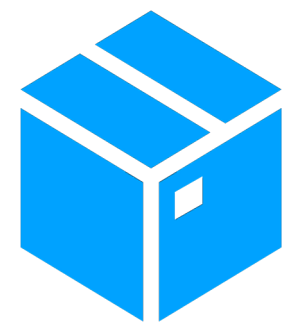
You will receive updates about what you can expect on a regular basis. In the meantime, please speak to your doctor concerning your therapy options. This is an important step as every patient scenario can vary and we respect the relationship between you and your physician regarding your personalized care.

Please visit [Philips.com/src-update](https://philips.com/src-update) for more information and continued updates, including the latest answers to frequently asked questions (FAQs).

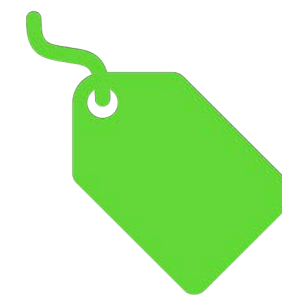
Our commitment to patient care is at the heart of everything we do. We sincerely apologize for this disruption and are dedicated to supporting you throughout this process.

Thank you.

Holly's Experience, Continued



Received new programmed CPAP
from Philips, mid-Sept



Return label and box provided



Kaiser sleep lab e-mailed in 24
hours



Call sleep lab if she had problems

Advocacy Resources

CMS

Region X Centers for Medicare & Medicaid Services

<https://www.cms.gov/Medicare/Coding/ICD10/CMS-Regional-Offices>

SHIBA

Oregon Senior Health Insurance Benefits Assistance

<https://shiba.oregon.gov/Pages/index.aspx>

ODFR

Oregon Division of Financial Regulation

Insurance

<https://dfr.oregon.gov/insure/health/Pages/index.aspx>

Consumer Hotline

1-888-877-4894

Twitter: Get Creative With Your Stories

#cpap

#cpaprecall

#philipsrecall

#PhilipsResp

#sleepapnea

#healthaccess

@US_FDA

@FDArecalls

@PhilipsHealth

@PhilipsNA

@cancersucks





Tweet



CanGal



@CanGal_39



Replying to [@fekkledfudge](#)

Not quite organizing, but an awful lot of people found out about the Phillips CPAP recall only through twitter.

1:28 PM · Sep 3, 2021 · TweetDeck



Tweet



Paul Iarrobino

@IarrobinoPaul



Replying to [@CanGal_39](#) and [@fekkkledfudge](#)

Agreed! Reconfigure [@US_FDA](#) [@FDArecalls](#) to be more consumer responsive and hold multinational companies that line politician's pockets accountable. It's frustrating that [@PhilipsHealth](#) is distancing themselves from accountability and transparency and our government is toothless.

9:06 PM · Sep 4, 2021 · Twitter for iPhone



Tweet



Nic Pearce

@nicpearce59



Replying to [@PhilipsNA](#)

In the latest update on your CPAP recall you have set expectations that it is going to take 12 months to resolve. How do you justify putting my and hundreds of thousands of people's health and well-being at risk. People are probably going to die because of your incompetence.

1:58 PM · Aug 21, 2021 · Twitter for iPhone



Q&A

