

## Philips Recall: Remediation Update November 2022

We have been working diligently with Philips to deliver a successful remediation program on their behalf. We have important information to share on how the process will unfold.

- We are reaching out to individual patients as we receive their replacement devices from Philips.
- Due to inventory constraints impacting the availability of CPAP devices globally, Philips is not able to remediate all patients at once. Philips expects the remediation program to take several months.
- They will regularly send us devices corresponding to your individual remediation registry. **Once we receive your device, we will contact you directly to book an appointment to complete the process. Please note that this is the only way to book your appointment.**
- Due to volume, we cannot accept calls to the clinic for appointments.

It is important to remember that the recall and the associated remediation challenges are beyond our clinical team's control. Our team of professional clinicians and administrators dedicate themselves each day to providing the best care to our patients. We kindly ask for your consideration of their efforts in your interactions with them.

Thank you for your patience as we work through this important process on behalf of Philips.