



Your Sleep, Our Solution

Philips Respironics Medical Device Recall

We continue to closely follow the Philips Medical Device Recall which was first announced on June 14, 2021. Since our last update, the Government of Canada issued their own recall of Philips Respironics Continuous Positive Airway Pressure (CPAP), Bi-Level Positive Airway Pressure (BiPAP), and Mechanical Ventilators manufactured before April 26, 2021. Details can be accessed at: <https://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2021/75889r-eng.php#reason-motif>.

All patients who own a device subject to recall must register their device on the Philips website (<https://www.philipssrcupdate.expertinquiry.com/>) to begin the Philips corrective action process. The Philips website provides current information on the status of the recall and how to receive corrective action. The Philips website also provides instructions on how to locate your device Serial Number and will guide you through the registration process. As well, you can call Philips at 1-877-907-7508 if you cannot visit the website, have issues registering your device or have further questions.

We understand from Philips that they continue to work through the logistics associated with the corrective action process. Additional information will be posted on the Phillips website and our website as soon as it becomes available. We want to remind patients that specific health care concerns should be discussed with your primary care provider.

We have received questions about the availability of rental or loaner devices. Unfortunately, based on the global impact of the Philips recall, there is no inventory of rental or loaner machines available. We will post updated information on our website if this changes.

We are providing you with the option of updating your contact information with us via <https://resolutehealthcorp.com/REST>. We are collecting this information from you for several purposes including fulfilling any requests for products or service once a replacement machine is provided by Philips or a repair is made to your existing device, keeping you up to date on developments with the Philips recall or otherwise communicating with you.

We know this is a difficult situation for many patients. If you have specific questions, please contact our patient care team at patientcare@resolutehealthcorp.com with your name, email address and telephone number and we will do our best to answer your questions.

Thank you for continued patience as we wait for further information from Philips. We will provide updated information as soon as it becomes available to us.