

Urgent Field Safety Notice



10.10.2025

Subject: No automatic update of the timeline after changes to medication have been made

Affected product and product versions:

CGM CLINICAL Medication: 8.x, 9.x, 10.x, 11.x, 12.x

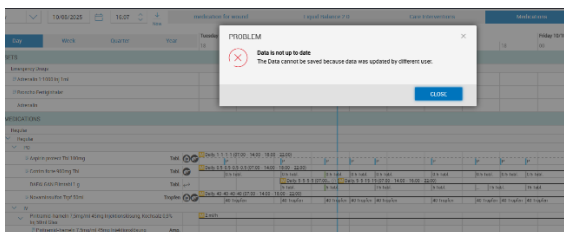
Dear Madam or Sir,

We have been made aware of a specific behavior in our system, which we would like to inform you about. Two manifestations of this issue have been observed:

1. Relevant for users of all productive product versions: Changes made to the timeline at one workstation are not automatically updated in the open timelines of other workstations.
2. Relevant for users of product versions from 11.1.x onwards: The timeline is not automatically updated after a new prescription or a change in the global medication prescription list.

What can happen:

1. If a user, e.g., a doctor, makes a change to a patient's medication dosage at one workstation, and at the same time another user, e.g., a nurse, does not manually update the already open timeline at another workstation or does not make a new entry, the updated prescription will not be displayed. During the administration of the medication, an additional validation occurs. The user, e.g., a nurse, is informed that the data has been updated by another user. Documentation is not possible in this case. The nurse must manually update the timeline.



2. If a doctor enters or changes a new medication prescription in the global list (e.g., dosage), this change will not automatically appear in the already open timeline. Without manually updating the timeline or making a new entry, the information will not be up to date, which can lead to delays in administering the medication as part of the patient's treatment.

Both cases can lead to a situation where the current hospital stay must be extended due to inadequate medication treatment caused by discrepancies, misinformation, or delays.

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CompuGroup Medical Software GmbH – Maria Trost 21, 556070 Koblenz
HISSUP-10757-HISSUP-10764

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Measures required:

- **by the manufacturer CompuGroup Medical Software GmbH**
 - distribute this "Urgent Field Safety Notice" for affected users
 - Implementation of the currently missing functionality for automatic timeline updates is planned for a future product version
 - You will be informed separately as soon as the version with the automatic update functionality is available
- **by the customer**
 - Distribution of the "Urgent Field Safety Notice" to all users and their attention to it
 - Confirmation of acknowledgement by the signed response form
 - To ensure that you always see the most up-to-date information in the timeline, please always manually update the timeline before making a medication prescription. Please refer to the instructions in the CGM CLINICAL user manual "Updating the timeline display"

Die Darstellung auf der Timeline aktualisieren

Die Anzeige des Programms *Timeline* wird nicht automatisch aktualisiert, während es geöffnet ist. In der rechten oberen Ecke links neben dem rotierenden Pfeilsymbol wird angezeigt, wie viel Zeit seit der letzten Aktualisierung vergangen ist.



Eine Aktualisierung kann wie folgt angestoßen werden:

- Wechsel des Falls.
- Wechsel der Timeline.
- Aktualisierung von Daten in der aktuell geöffneten Timeline.
- Klicken Sie auf das rotierende Pfeilsymbol in der Symbolleiste.

Nach jeder Aktualisierung wird die Meldung *Timeline ist aktuell* in der rechten unteren Ecke angezeigt.



- Update the system as soon as the hotfix is provided by the manufacturer

We thank you for giving this matter the attention it deserves, as well as for your support.

Please ensure that all users are aware of the contents of this "Urgent Security Information".

If you have any questions, please do not hesitate to contact the CompuGroup Service Desk.

**Yours sincerely,
Qualified Person (MDR)/PRRC
CompuGroup Medical Software GmbH**

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Response form

We kindly ask you to return this response form as soon as possible and no later than **7 days after receipt** of this letter.

Thank you for your cooperation.

Customer/Institution (names of affected establishments):	
Address:	
Reference	HISSUP-10757-HISSUP-10764
Product:	CGM CLINICAL Medication
Name (contact person)	
Position	
Telephone number	
Date	
I confirm that I have received and understood the security information	
Signature	