



Urgent Field Safety Notice

Malfunction in handling expired medication orders in the medication module

Concerning
NEXUS / MEDIKATION

Field Safety Notice (FSN)

12.08.2026

Sender:

NEXUS / CMC GmbH
Quality Management
Hanauer Landstr. 293
60314 Frankfurt am Main
Manufacturer SRN: DE-MF-000007980

Subject: Malfunction in handling expired medication orders in the medication module

Product: NEXUS / MEDIKATION

Affected module: Prescribing / Preparation and Administration

Affected versions: Medication 25.4.5 up to and including 26.2

FSCA/reference number: FSCA-MED-2026-02

Dear Sir or Madam,

With this Field Safety Notice, we would like to inform you of a malfunction in the medication module affecting the handling of medication orders after their validity period has expired. Based on our current knowledge, the malfunction has been present since software version 25.4.5.

Description of the issue

A physician can specify which status a medication order should have after its validity period expires. In particular, the statuses "Stop" and "per prescription" can be selected.

If the "per prescription" status is selected, after the validity period has expired, the "Preparation and Administration" module displays a so-called placeholder order in the form of a "?".

This placeholder order is intended solely as a notification to nursing staff to clarify the next steps with the treating physician. For example, a decision should be made as to whether:

- a new medication order or dosage should be entered,
- the medication should be paused, or
- the medication should be discontinued.

Due to the malfunction, it is technically possible to document further administrations with specific quantities based on such a placeholder order even though no valid medication order is in place.

If additional administrations have already been documented on the basis of the placeholder order after the original medication order expired, the expired order can technically no longer be properly discontinued in this situation.

As a result, the placeholder order may continue to be displayed in the workflow. There is a risk that further administrations may be documented or performed on the basis of the placeholder order even though no valid physician's medication order exists.

Potential consequences

The malfunction may result in medication administrations being documented or carried out without a medication order that is valid at the time of administration.

Depending on the medication concerned, the documented or administered quantity, the timing of administration, and the patient's state of health, this may result in adverse health effects.

Actions to be taken by you

Please immediately inform all affected users, especially medical and nursing staff, of this Field Safety Notice.

Until a corrected software version is available, the "per prescription" function must not be used. The following measures must be observed:

- Placeholder orders that are already displayed must not be used as the basis for further administrations.
- For medication orders after the end of their validity period, do not select the "per prescription" option.
- If the medication is to be continued, create a new valid medication order in good time.
- Existing medication orders for which "per prescription" has been selected must be reviewed and, where possible, adjusted before they expire.
- If an expired medication order can no longer be discontinued, please contact NEXUS CMC Support and ensure through organizational measures that no further administrations are documented or performed.

Actions initiated by NEXUS

NEXUS has started analyzing the malfunction. A correction is being prepared.

As soon as a fix is available, we will inform you again and provide further information regarding the provision and/or installation of the correction.

Distribution of this Field Safety Notice

Please ensure that this Field Safety Notice is forwarded within your organization to all affected users. Swissdamed has received a copy of this "Urgent Field Safety Notice".

Contact

If you have any questions, the NEXUS ServiceDesk team will be happy to assist you:

Phone: 0800 962 00 60

Email: servicedesk@nexus-ag.de

We regret any inconvenience this may cause and thank you for your support in implementing the measures described.

Yours sincerely,

Contact person:

Maxim Dolgirev

Quality Management Representative, NEXUS / CMC GmbH

qm-cmc@nexus-ag.de

Signature: