



20.02.2025

Urgent Field Safety Notice

Dear Customers,

DH Healthcare GmbH, a Dedalus Group company, would like to bring to your attention the following issue reported to the national competent authority:

Title: Access to studies in time-critical use cases can be delayed or not available in certain scenario

Internal Reference: **MST0088414**

Product name and version(s) and UDI-DI:

- DeepUnity Viewer (all versions) in Germany, Austria, Switzerland, France and Brazil
 - Legal manufacturer: DH Healthcare GmbH
 - UDI-DI: 4260693990071
 - Note: Only DeepUnity Viewer version 2.x and higher is a medical device

Information:

This issue can arise in any scenario involving multiple archives, including local archives, central archives, departmental archives, and VNA archives.

The transfer of studies from the primary archive to the secondary archive is not always immediate. Delays may occur due to a backlog of transfer jobs in the queue, or in some cases, the transfer may fail or not be executed correctly. While automatic retries are in place for such failures, they occur only after a predefined time interval, meaning the extent of the delay depends on the system's configuration.

In time-critical scenarios, retrieving a study from the secondary archive instead of the primary archive, may result in missing studies or series which might contain essential diagnostic information.

To ensure data availability and completeness, Dedalus recommends configuring the primary archive as the search archive for immediate diagnosis in DeepUnity Viewer. The primary archive guarantees that the information remains up-to-date and readily accessible. Alternatively, in time-sensitive use cases, modalities should send data directly to the secondary archive to prevent delays or potential unavailability.

Actions:

Actions undertaken by DH Healthcare GmbH:

- Inform the potentially affected customers with this letter;



- Extend the documentation to clarify the risk of time-critical use cases that are served by accessing the secondary archive instead of the primary archive. This will be done by updating the DeepUnity Viewer user manual and will be available with the release of DeepUnity Viewer v.2.0.6.0. or higher versions (planned release date within Q2 2025).

Recommended actions to be taken by the customer:

- Re-evaluate the way you are using the primary and secondary sources in order ensure the correct availability of the data and therefore avoid potential delays or data unavailability. This can be achieved by configuring the primary source as the main search archive in DeepUnity Viewer, or by ensuring that modalities involved in time-critical use-cases can send the data directly to the secondary archive.

Please distribute this information to all those who need to be aware of it.

Regardless of the situation described here, we would like to point out that care providers must always ensure that clinically relevant information, including prescription information, is clearly communicated and that they must use verified information (e.g., from medical devices such as monitoring systems), independent from the software being used.

It is important that you take the actions described in this safety information and acknowledge receipt of this letter.

If the above information does not apply to your hospital or if the device has been transferred to another organization, please indicate this on the attached feedback form and forward this Field Safety Notice to the respective organization.

Thank you for your careful attention to this matter and for your support.

If you have any questions on this matter, please consult our contact person:

Sincerely,



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Feedback Form

We kindly ask you to return this feedback form as soon as possible, but at the latest **within 30 days** after receipt of this letter, to the following e-mail address:

Thank you for your cooperation.

Customer / Facility (names of all affected operational facilities):

Address:

Reference

MST0088414: Access to studies in time-critical use cases can be delayed or not available in certain scenario

Product reference:

DeepUnity Viewer

Name (contact person)

Position

Phone number

Date

Signature

☐ I confirm that I have received and understood the safety information.

☐ The safety information does not apply to my facility.

☐ The device was transferred to another organization.

Name and address of the other organization: _____

☐ Please update our contact information as follows:

Customer

/

Facility:

Address: