

07.05.2025

## 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: When opening several panels in patient chart, the display of prescription information is not updated**

Internal Reference: MST0098426

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

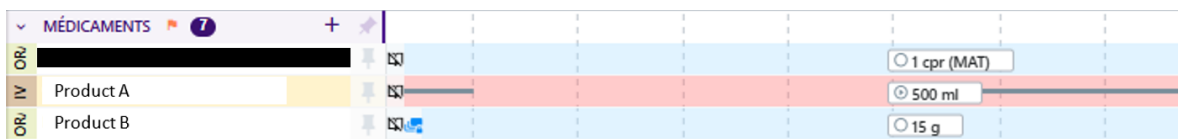
- ORBIS Medication 03.20.04.00 in ORBIS version 84.42.06.00 and higher in Germany, Austria, Switzerland, Luxembourg and ORBIS version 84.42.00.01 and 85.25.00.01 and higher for France. Manufacturer: DH Healthcare GmbH  
UDI-DI: 4260693990026

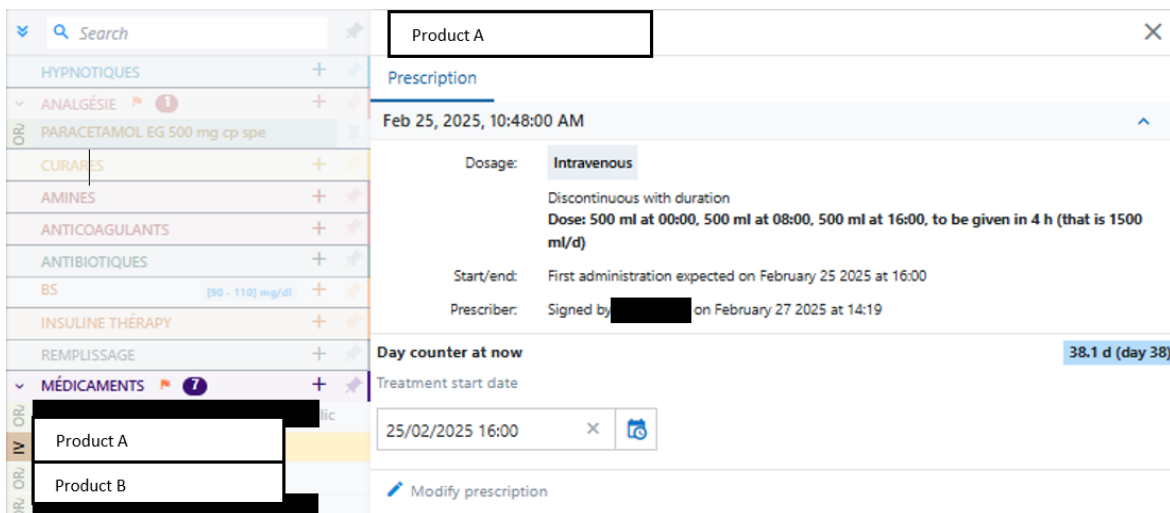
#### **Information:**

A display issue occurs in patient chart when the physician opens in parallel the details panel for several prescription lines. If the physician selects a prescription line, and then selects another one without closing the previously opened panel, the prescription details are not updated in the details panel of the second prescription.

Illustrated scenario:

In a patient record, a physician opens the prescription screen, adds several prescription lines and signs. Then accesses to patient chart in medication section. The physician selects product A by clicking on its label and opens prescription details panel for product A.





Search

Product A

HYPNOTIQUES

ANALGÉSIE

PARACETAMOL EG 500 mg cp spe

CURARES

AMINES

ANTICOAGULANTS

ANTIBIOTIQUES

BS

INSULINE THÉRAPIE

REMPLEISSAGE

MÉDICAMENTS

Product A

Product B

Prescription

Feb 25, 2025, 10:48:00 AM

Dosage: Intravenous

Discontinuous with duration

Dose: 500 ml at 00:00, 500 ml at 08:00, 500 ml at 16:00, to be given in 4 h (that is 1500 ml/d)

Start/end: First administration expected on February 25 2025 at 16:00

Prescriber: Signed by [redacted] on February 27 2025 at 14:19

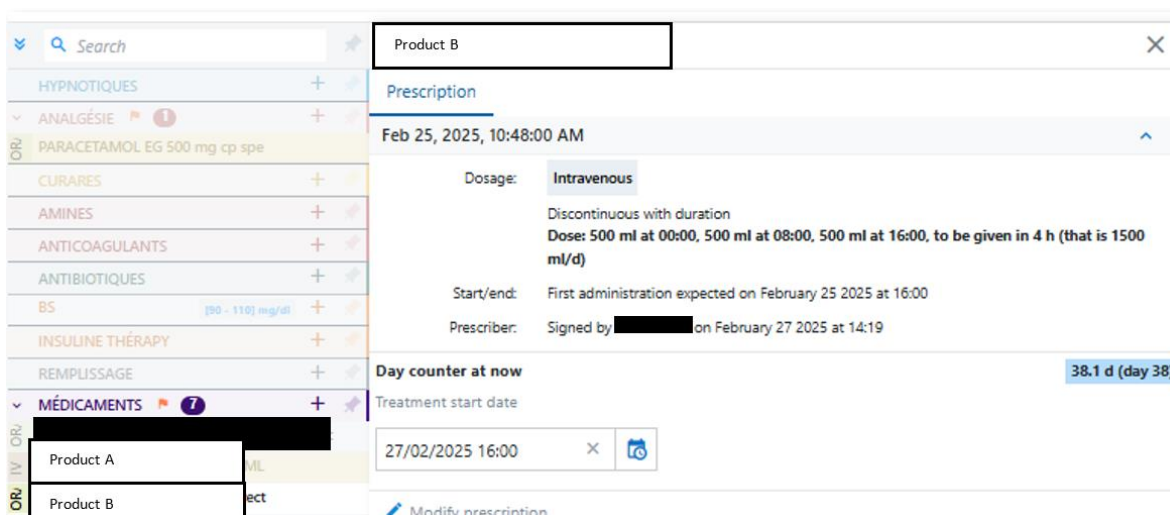
Day counter at now 38.1 d (day 38)

Treatment start date

25/02/2025 16:00

Modify prescription

Then, without closing the panel for product A, the physician selects product B and opens the associated panel.



Search

Product B

HYPNOTIQUES

ANALGÉSIE

PARACETAMOL EG 500 mg cp spe

CURARES

AMINES

ANTICOAGULANTS

ANTIBIOTIQUES

BS

INSULINE THÉRAPIE

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Product B

Prescription

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27/02/2025 16:00

Modify prescription

As result, prescription details for product A are displayed instead prescription details of product B, although Product B is displayed in the headline. The result is the same if the physician opens details for another products.

To avoid this display issue until the fix is installed, the physician can close the panel before selecting another line.

## Actions:

### Actions undertaken by DH Healthcare GmbH:

- Inform the affected customers with this letter.

- Release of correction with ORBIS Medication version 03.21.00.00 in ORBIS version 84.43.00.xx or higher (release planned for third quarter of 2025 for DACHL), and 84.43.00.xx and 85.26.00.xx or higher (release planned for last quarter of 2025 for FR).

**Recommended actions to be taken by the customer:**

- As a physician or nurse, when you consult the panel displaying the details of a prescription line in patient chart and you wish to consult another one, please close the panel first before opening the next one.
- Install the correction when available.

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,

## Urgent Field Safety Notice

### 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

MST0098426 - When opening several panels in patient chart, the display of prescription information is not updated

Product reference:

ORBIS Medication

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: