

UPDATE RE: 2025-CC-HPM-033 URGENT Field Safety Notice

Philips IntelliVue Patient Monitors

Potential for delayed treatment or adverse events when switching off Patient Monitor Alarms

DATE

<To: Name / Title / Customer Name
Street Address
City, State, Zip Code
<modify title block format as needed>

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain this letter for your records.

Dear Customer,

This update is regarding FSN 2025-CC-HPM-033 that you have recently received.

Philips developed and validated a software update for IntelliVue MP5 models, which enables the recommended additional confirmation step when the user enables infinite Alarms Off, with this software update the additional confirmation step will always be shown to the user when infinite Alarms off is selected.

This is a required software update for IntelliVue MP5 models. A Philips Field Service Engineer will contact you to update your IntelliVue MP5 software to include this feature.

If you need any further information or support concerning this issue, please contact your local Philips representative: <Philips representative contact details to be completed by the Market/Business>

Sincerely,

Deborah Currlin
Head of Quality, Hospital Patient Monitoring
Philips Healthcare