



March 12, 2014

Pharmacy Announcement

## **Product Recall from Abbott Diabetes Care: FreeStyle Flash® and FreeStyle® Blood Glucose Meters**

Abbott Diabetes Care has announced an important recall for the following products.

- FreeStyle Flash® Blood Glucose Meter
- FreeStyle® Blood Glucose Meter

If patients are currently using either of the meters listed above, they are asked to discontinue use of their FreeStyle Flash® or FreeStyle® Blood Glucose Meter and call Abbott Diabetes Care Customer Service immediately at 888-345-5364. When they call, Abbott will send them a new FreeStyle® branded meter at no charge.

Please review the attached letters to providers and recipients for additional details from Abbott Diabetes Care.

February 14, 2014

**IMPORTANT: URGENT PRODUCT RECALL**  
**FreeStyle Flash<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Monitoring System**

Dear Health Care Provider,

Recently, it has come to our attention that two of our older meters, FreeStyle Flash<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Meters, may produce erroneously low blood glucose results when using the FreeStyle Lite<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Test Strips. Erroneously low results that are not recognized may pose significant risks to a user's health.

**No action is required if patients do not use the meters pictured below.**

FreeStyle Flash<sup>®</sup>  
Blood Glucose Meter



FreeStyle<sup>®</sup>  
Blood Glucose Meter



If patients are currently using any of the meters pictured above, they are asked to discontinue use of their FreeStyle Flash<sup>®</sup> or FreeStyle<sup>®</sup> Blood Glucose Meter and call Abbott Diabetes Care Customer Service at 1-888-345-5364. When they call, Abbott will send them a new FreeStyle<sup>®</sup> branded meter at no charge.

Patients are being asked to dispose of their old meter in accordance with their local and state disposal regulations upon receipt of their replacement meter.

We are notifying patients directly of the issue. Our letter to patients is attached for your information.

We recognize the importance of blood glucose testing for your patients, and are committed to responding quickly to requests for replacement meters.

We sincerely regret any inconvenience this situation may cause. We thank you for your continued support of the FreeStyle<sup>®</sup> Blood Glucose Monitoring System and Abbott Diabetes Care. If you have any further questions, please call Abbott Diabetes Care Customer Service.

Sincerely,



Kelly E. Duffy  
Division Vice President, Quality Assurance and Compliance  
Abbott Diabetes Care

February 14, 2014

**IMPORTANT: URGENT PRODUCT RECALL**

**FreeStyle Flash<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Monitoring System**

Dear Valued Customer,

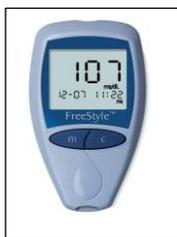
Recently, it has come to our attention that FreeStyle Flash<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Meters may produce erroneously low blood glucose results when using FreeStyle Lite<sup>®</sup> and FreeStyle<sup>®</sup> Blood Glucose Test Strips. Erroneously low results that are not recognized may pose significant risks to your health.

**No action is required if you do not use the meters pictured below.**

FreeStyle Flash<sup>®</sup>  
Blood Glucose Meter



FreeStyle<sup>®</sup>  
Blood Glucose Meter



**If you are currently using either of the meters pictured above, please take the following steps:**

1. **Discontinue use of your FreeStyle Flash<sup>®</sup> or FreeStyle<sup>®</sup> Blood Glucose Meter and call Abbott Diabetes Care Customer Service at 1-888-345-5364.** When you call, Abbott will send you a new FreeStyle<sup>®</sup> branded meter at no charge.

If the only meter you have available is a FreeStyle<sup>®</sup> or FreeStyle Flash<sup>®</sup> Blood Glucose Meter, do not stop testing your blood glucose. Control solution should be used to check the performance of your test strips and meter until you receive your replacement meter. However, if any reading from a strip appears lower than you would expect or does not seem to match the way you are feeling, you should contact your health care provider. Pay special attention to signs and symptoms of high blood sugar (hyperglycemia).

**Symptoms of high blood sugar may include:** Excessive thirst, excessive urination, blurred vision, weakness, nausea, vomiting, and abdominal pain. If you are experiencing any of these symptoms or are not feeling well, contact your health care professional immediately.

2. Upon receiving your new replacement meter, please immediately dispose of your old meter in accordance with your local and state disposal regulations.

**There are no other Abbott Diabetes Care products impacted by this issue.**

A test strip insert is included with every carton of FreeStyle<sup>®</sup> and FreeStyle Lite<sup>®</sup> Blood Glucose Test Strips, and provides very important product information. Please read your test strip insert carefully to ensure that you are using the correct test strip type for your Blood Glucose Meter.

We recognize the importance of blood glucose testing and are committed to responding quickly to your needs. We want to assure you that our first priority is you, our customer. We sincerely regret any inconvenience this situation may cause.

We thank you for your continued support of the FreeStyle Blood Glucose Monitoring System and Abbott Diabetes Care. If you have any further questions, please call Abbott Diabetes Care Customer Service.

Sincerely,

A handwritten signature in black ink that reads "Kelly E. Duffy".

Kelly E. Duffy  
Division Vice President, Quality Assurance and Compliance  
Abbott Diabetes Care