

12/16/2020

Dear Valued Healthcare Provider,

Remote INR™ is committed to a quality customer experience for all patients using CoaguChek® XS meters, manufactured by Roche Diagnostics. This letter contains important information that has been sent to all of your patients utilizing the CoaguChek XS Device.

Roche Diagnostics informed us that they are issuing an **Urgent Medical Device Correction (UMDC)** for all patients who use this meter. Included in this letter, you'll find a copy of the UMDC, titled *CoaguChek XS Meters for Patient Self-Testing Use (CoaguChek XS PST) – Possible Misinterpretation of Displayed Measuring Units*.

***It's important to review this material carefully.***

The information contained in the UMDC outlines specific instances in which patients could inadvertently change the measurement settings. It also outlines ways to correct those settings.

If you have any questions or concerns regarding this information, please don't hesitate to call Roche Diagnostics at 1-800-428-4674, Monday through Friday 7:00 a.m. to 11 p.m. EST. Their Technical Support Team will answer any questions you may have about the CoaguChek XS meter.

Thank you,

Your Remote INR Team