



Australian Government

Department of Health

Therapeutic Goods Administration

Recall Action Notification

Accu-Chek Connect Diabetes Management App for iPhone (iOS) v1.2.0(.5)

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Important information on the System for Australian Recall Actions

The TGA publishes information about therapeutic goods supplied in the Australian market that have been subject to a recall action in a publicly searchable database.

Recall action means action taken by the responsible entity (being the person who is responsible for taking the recall action) to resolve a problem with therapeutic goods supplied in the Australian market that have, or may potentially have, deficiencies relating to safety, quality, efficacy (performance) or presentation.

- Recall actions include: the permanent removal of therapeutic goods from supply in the market, the taking of corrective action in relation to therapeutic goods (such as repair, modification, adjustment or relabelling) and, in the case of medical devices that have been implanted into patients, the issuing of a hazard alert containing information for health practitioners on how to manage patients.
- More information about Australian recall actions is available at <<http://tga.gov.au/safety/recalls-about.htm>>
- If you are taking a medicine, using a medical device or have had a medical device implanted into you, that is the subject to a recall action, and you have any concerns you should seek advice from a health professional. <<http://www.healthdirect.org.au/>>

About the release of this information

While reasonable care is taken to ensure that the information is an accurate record of recall actions that responsible entities have reported to the TGA or of which the TGA has become aware, the TGA does not guarantee or warrant the accuracy, reliability, completeness or currency of the information or its usefulness in achieving any purpose.

To the fullest extent permitted by law, including but not limited to section 61A of the Therapeutic Goods Act 1989, the TGA will not be liable for any loss, damage, cost or expense incurred in or arising by reason of any person relying on this information.

The information contained in the SARA database is released under s 61(5C) of the Therapeutic Goods Act 1989.

Copyright restrictions apply to the System of Australian Recall actions (SARA) <<http://tga.gov.au/about/website-copyright.htm>>.

Recall detail

Type of Productⁱ	Medical Device
TGA Recall Referenceⁱⁱ	RC-2016-RN-01168-1
Product Name/Descriptionⁱⁱⁱ	Accu-Chek Connect Diabetes Management App for iPhone (iOS) v1.2.0(.5) (used in conjunction with Roche Accu-Chek Avica Connect and Accu-Chek Guide Blood Glucose Meters). ARTG Number: 224385 An in vitro diagnostic medical device (IVD)
Recall Action Level^{iv}	Consumer
Recall Action Classification^v	Class I
Recall Action Commencement Date^{vi}	7/09/2016
Responsible Entity^{vii}	Roche Diabetes Care Australia Pty Ltd
Reason / Issue^{viii}	Roche Diabetes Care has identified a programming error in the Accu-Chek Connect diabetes management app iOS version 1.2.0(.5) which under certain conditions could potentially lead to an inaccurate bolus insulin advice being provided to the patients. As a result of this issue the app "lightbulb" icon is not displayed and the correction bolus advice is not available.. The blood glucose (bG) value which could not be used initially may unintentionally become available for bolus advice calculation at a later time. If the patients then request a bolus advice for a bG value older than 10 minutes without taking and transferring a new bG measurement, it could lead to an incorrect bolus insulin recommendation. Depending on the actual metabolic situation a potentially incorrect bolus advice could lead to serious health consequences.
Recall Action^{ix}	Recall for Product Correction
Recall Action Instructions^x	Roche is advising Health Care Professionals to inform their patients by distributing a copy of the letter, to whom the Accu-Chek Connect diabetes management app has been distributed. Patients are being advised to discontinue using version 1.2.0.5 and update their app immediately to version 1.2.2.2.
Contact Information^{xi}	1800 251 816 - Roche Diabetes Care Contact Centre

Footnotes

ⁱ Type of Product: Medicine, Medical Device, or Biological

ⁱⁱ TGA Recall Reference: Unique number given by the TGA

ⁱⁱⁱ Product Name/Description: Brand name (including active ingredient for medicines) and may include generic reference for the kind of medical devices. Includes all necessary information such as affected: catalogue / model and / or batch / serial numbers.

^{iv} Recall Action Level: The level to which the recall action is to be undertaken. This is based on the significance of the

risk and the channels through which the goods have been distributed. The recall action levels are / Wholesale / Hospital / Retail / Consumer.

- Wholesale - includes wholesalers and state purchasing authorities.
- Hospital - includes nursing homes and institutions, hospital pharmacists, ambulance services, blood and tissue banks and laboratories as well as wholesale as appropriate.
- Retail - includes retail pharmacists, medical, dental and other health care professionals as well as wholesale and hospital as appropriate.
- Consumer - includes patients and consumers, as well as wholesale, hospital and retail levels as appropriate.

v Recall Action Classification: Recall actions of therapeutic goods are classified based on the potential risk the deficiency poses to patients / consumers. They are classified as Class I, Class II or Class III.

- Class I recall action occurs when the product deficiency is potentially life-threatening or could cause a serious risk to health.
- Class II recall action occurs when the product deficiency could cause illness, injury or result in mistreatment, but are not Class I.
- Class III recall action occurs when the product deficiency may not pose a significant hazard to health, but action may be initiated for other reasons eg. quality related issues.

vi Recall Action Commencement Date: The date the recall strategy and communication was agreed by the TGA.

vii Responsible Entity: Sponsor / Supplier / Importer responsible for the recall actions.

viii Reason / Issue: Reason for the recall action.

ix Recall Action: Recall action is an action taken to resolve a problem with a therapeutic good already supplied in the market for which there are issues or deficiencies in relation to safety, quality, efficacy (performance) or presentation.

There are three distinct recall actions - recall, recall for product correction and hazard alert.

- Recall - The permanent removal of an affected therapeutic good from supply or use in the market.
- Recall for product correction - Repair, modification, adjustment or re-labelling of a therapeutic good. The corrective action may take place at the user's premises or any other agreed location.
- Hazard alert - Information issued to healthcare professionals about issues or deficiencies relating to an implanted medical device or biological product and advice about the ongoing management of patients.

x Recall Action Instructions: What the customer should do.

xi Contact Information: Who the customer should contact for additional information and clarification regarding the recall action.