June 21, 2021

Dear Patients:

The Mount Sinai - National Jewish Respiratory Institute and Mount Sinai Integrative Sleep Medicine Service continues to monitor the recall on specific Philips Continuous Positive Airway Pressure (CPAP), BiLevel Positive Airway Pressure (BiLevel PAP) devices, and Mechanical Ventilators (such as Dreamstation, REMStar SE, Dreamstation BiPAP, Trilogy 100/200 – see full list at philips.com/src-update). Philips is working with home care/durable medical equipment (DME) suppliers to ensure that safe replacement or repair can be provided to our patients who are affected by this recall. While Mount Sinai did not provide these devices, and is not involved in the recall process, we will do our best to assist and provide pertinent information.

Please check the Philips website: philips.com/src-update or call 877-907-7508 to look up your device serial number and begin a claim if your unit is affected. We also recommend contacting the home care/durable medical equipment (DME) company that provided your device for additional information on the above.

Please continue to discuss with your individual provider recommendations specific to your condition severity. If you are using a life-sustaining mechanical ventilator device (such as the Trilogy), do not discontinue without discussing with your provider first. In particular, we would like to highlight the following:

- Stopping CPAP/BiLevel PAP may have risks, especially if you have severe sleep apnea, are very sleepy, or have a critical occupation such as driving/operating equipment. For this reason, it is important that you contact your provider prior to stopping use of your device.
- Do not use ozone or ultraviolet (UV) - related products to clean your device. Please follow the cleaning methods described in your device’s “Instructions for Use.”

We advise all patients to avoid driving and critical tasks that require sustained vigilance whenever feeling any sleepiness.

We want to assure you that our first priority remains the safety of our patients. We will continue to provide more information as soon as we have it and we appreciate your understanding and patience as everyone navigates this challenge.

If you have further questions, please contact your primary provider or your Respiratory Institute sleep/pulmonary physician at 212-241-5656.

Thank you