

Change Healthcare Canada Company  
10711 Cambie Road  
Richmond, Canada  
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## Urgent Field Safety Notice

October 11, 2019

To: Change Healthcare customers with McKesson Radiology Manager

### **Re: Clinical imaging reports may not be printed as expected**

Change Healthcare has identified an issue affecting facilities where:

- a "confirmation" workflow is configured and is used to confirm orders for imaging exams, and
- office locations are configured and used for clinical imaging report printing

When an order for an imaging exam is processed during a confirmation workflow, if a user selects "Confirm Appointment" on the Confirmation page, the office location information used to route clinical imaging reports for printing is removed.

As a result, clinical imaging reports may not be automatically routed for printing as expected.

#### Products affected

McKesson Radiology Manager 11.7.3  
McKesson Radiology Manager 11.8.x

#### Circumstances under which the issue occurs

The issue occurs when:

- Physicians have at least one office location that has been configured, or has been manually entered, and
- The order is confirmed using the "Confirm Appointment" button on the Confirmation page.

#### Risk to patient

Printed reports may not be distributed to referring physicians in a timely manner, resulting in a potential delay in care.

#### Immediate actions to take to reduce the risk to patient

Change Healthcare recommends customers:

1. Access electronic copies of clinical reports, if available;
2. Advise end-users to immediately stop using the "Confirm Appointment" button on the Confirmation page.

#### Product updates that will address the issue

Change Healthcare is developing a software update to prevent further recurrence of this issue.

**All customers receiving this Field Safety Notice must contact Change Healthcare Customer Support as soon as possible at:**

- **Europe Toll Free: 00 800 626 20009**
- **US Toll Free: 1-800-663-2553**

- 1. To acknowledge that they have read and understood this Field Safety Notice; and**
- 2. To arrange installation of software update to prevent future recurrence of this issue; and**
- 3. To ensure any potentially affected reports are identified and distributed to referring physicians, as needed.**

This notice needs to be distributed to all those within your organization who need to be aware of this issue.

Please alert other parties affiliated with your organization that are affected by this Field Safety Notice.

Please maintain awareness of this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

Please notify our Customer Support department that you have read and understood this Field Safety Notice, and to arrange for installation of the software update on your system.

If you have any questions regarding this notice, please call our Customer Support department and ask to speak to your Support Manager.

Once again, until the software update is installed at your site, Change Healthcare recommends that the immediate actions to avoid the issue (described above) be taken.

A copy of this field safety notice has been submitted to the appropriate regulatory agency.

Thank you.

Sincerely,

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Chief Operating Officer