



To:

THE DIRECTOR GENERAL OF HEALTH SERVICES IN ALL GOVERNORATES
Commanding Officer, Armed Forces Hospital (Al Khoudh & Salalah)
Director General of Engineering Affairs, MOH
Director General of Royal Hospital
Director General of Khoula Hospital
Director General of Medical Supplies (MOH)
Director General of Pvt. Health Est. Affairs (to kindly arrange distribution to all Pvt. Hospitals)
Hospital Director (Al Nahda Hospital)
Hospital Director (Al Massara Hospital)
The Head of Medical Services in SQU Hospital
The Head of Medical Services in Royal Oman Police
The Head of Medical Services in Ministry of Defence
The Head of Medical Services in The Diwan
The Head of Medical Services in The Sultan's Special Force
The Head of Medical Services in Internal Security Services
The Head of Medical Services in Petroleum Development of Oman
The Head of Medical Services in LNG Oman
ALL PRIVATE PHARMACIES & DRUG STORES

After Compliments,

Please find attached our Circular No 113 dated 29/5/23 Regarding NCMDR Field Safety Notice of MobileDiagnost wDR from (mfr: Philips Healthcare).

Copy to:

- Director, Office of H.E. The Undersecretary for Health Affairs
- Director of Medical Device Control, DGPA&DC
- Director of Pharmacovigilance & Drug Information Dept, DGPA&DC
- Director of Drug Control Department, DGPA&DC
- Director of Pharmaceutical Licensing Department, DGPA&DC
- Director of Central Quality Control Lab., DGPA&DC
- Supdt. of Central Drug Information



Circular No. 113/2023

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29 -05-2023

تقدم بثقة
Moving Forward
with Confidence

رؤية عُمان
2040
Oman Vision

Field Safety Notice of MobileDiagnost wDR from Philips Healthcare.

Source	NCMDR - National Center Medical Device Reporting- SFDA. https://ncmdr.sfda.gov.sa/Secure/CA/CAViewRecall.aspx?caid=4&rid=19550
Product	MobileDiagnost wDR.
Description	X-ray system
Manufacturer	Philips Healthcare.
Local agent	Mustafa Sultan Science & Industry Co.LLC.
The affected products	Model Number (REF): 712007, 712006; SW version: 2.2.0, 2.2.1, 2.2.2, 2.2.3 712004, 712002; SW version: 2.1 with Windows 10 Upgrade
Reason	Expiration of Software Certificate Validity Preventing Users from System Log In.
Action	<ol style="list-style-type: none">1. Please do not reboot or log out of your system until Philips has implemented the software correction. Please refer to the attachment for more information of preventing the system from becoming inoperable.2. Customers will be contacted to schedule a time for a Field Service Engineer (FSE) to visit the site and implement a software solution to resolve the issue.3. Contact the local agent for remedial action.
comments	Healthcare professionals are encouraged to report any adverse events Suspected to be associated with the above device or any other medical device to Department of Medical Device Control through the E-mail: Med-device@moh.gov.om

Dr. Mohammed Hamdan Al Rubaie

Director General

