



نسقدم بثقة
Moving Forward
with Confidence



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 Khoulah 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 117 dated 10/6/2025 Regarding SFDA Field Safety Corrective Action of Centrality High Acuity Critical Care (CHA CC) and Centrality High Acuity Anesthesia (CHA A) systems (collectively CHA) from (mfr: GE Healthcare).

Copy to:

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



Circular No. 117 / 2025

لتقدم بثقة
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14 -12-1446 H
10 -06-2025

Field Safety Corrective Action of Centricity High Acuity Critical Care (CHA CC) and Centricity High Acuity Anesthesia (CHA A) systems (collectively CHA) from GE Healthcare.

| | |
|-----------------------|--|
| Source | SFDA- Saudi Food & Drug Authority. https://ade.sfda.gov.sa/Fsca/PublishDetails/379 |
| Product | Centricity High Acuity Critical Care (CHA CC) and Centricity High Acuity Anesthesia (CHA A) systems (collectively CHA). |
| Manufacturer | GE Healthcare. |
| Local agent | Muscat Pharmacy & Stores LLC. |
| The affected products | ▪ Centricity High Acuity Critical Care (CHA CC) versions 4.2 through 5.8.3 Patch A. ▪ Centricity High Acuity Anesthesia (CHA A) versions 4.2 through 5.8.3 Patch A. |
| Reason | A potential cybersecurity vulnerability within one of the CHA components. |
| Action | 1. Please refer to the attachment. 2. 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: vigilance-md@moh.gov.om |

Ph. Ibrahim Nasser Al Rashdi
Director General



**URGENT FIELD SAFETY
NOTICE**



Date of Letter Deployment

GE HealthCare Ref. # 38017

To: Hospital Administrators / Risk Manager
Hospital IT Department
Managers of Anesthesia Departments and Critical Care Departments

RE: **Centricity High Acuity Critical Care (CHA CC) and Centricity High Acuity Anesthesia (CHA A) systems (collectively CHA)**

**Safety
Issue**

GE HealthCare has become aware of a potential cybersecurity vulnerability within one of the CHA components. Exposure of this potential vulnerability is limited to the local network.

There have been no injuries, exploits of this potential vulnerability or unauthorized access to patient data reported to GE HealthCare as a result of this issue.

**Actions to
be taken by
Customer/
User**

You can continue to use your CHA applications by ensuring that CHA systems are operated in a secure network environment that is protected from unauthorized intrusion per product documentation.

Customers are encouraged to adopt cybersecurity defense-in-depth industry best practices, implementing necessary technical and operational controls at the perimeter, network, and host levels.

Please ensure that your network administrators and personnel responsible for network security in your facility are made aware of this safety notification and the recommended actions.

Please retain this document for your records.

Please complete and return the attached acknowledgement form to recall.38017@gehealthcare.com.

**Affected
Product
Details**

- Centricity High Acuity Critical Care (CHA CC) versions 4.2 through 5.8.3 Patch A.
- Centricity High Acuity Anesthesia (CHA A) versions 4.2 through 5.8.3 Patch A.

Intended Use: The CHA system allows trained clinical professional users to retrieve, enter, record, store, transfer, view and trend patient data in an efficient and structured manner as well as to plan for therapy. The documentation managed by CHA, in combination with the physiological information available from the primary diagnosis and monitoring systems, as well as other medical examination results, may be used to influence/support future clinical decision making and treatment.

**Product
Correction**

GE HealthCare will correct all affected products at no cost to you.
A GE HealthCare representative will contact you to arrange for the correction.

Contact Information If you have any questions or concerns regarding this notification, please contact GE HealthCare Service or your local Service Representative.

8004292222

SaudiArabiaServiceCenter@gehealthcare.com

GE HealthCare confirms that this notice has been notified to the appropriate Regulatory Agency.

Please be assured that maintaining a high level of safety and quality is our highest priority. If you have any questions, please contact us per the contact information above.

Sincerely,



Laila Gurney
Chief Quality & Regulatory Officer
GE HealthCare



Scott Kelley
Chief Medical Safety Officer
GE HealthCare

**FIELD SAFETY NOTICE ACKNOWLEDGEMENT
RESPONSE REQUIRED**

Please complete this form and return it to GE HealthCare promptly upon receipt and no later than 30 days from receipt. This will confirm receipt and understanding of the Field Safety Notice.

Facility Name: _____
Street Address: _____
City/State/ZIP/Country: _____
Customer Email Address: _____
Customer Phone Number: _____

By signing this form, we acknowledge receipt and understanding of the accompanying Field Safety Notice, and that we have informed all potential users and have taken and will take appropriate actions in accordance with that Notification.

Please provide the name of the individual with responsibility who completed this form.

Signature: _____
Printed Name: _____
Position/Job Title: _____
Date (DD/MM/YYYY): _____

Please return completed form by scanning or taking a photo of the completed form and email to: recall.38017@gehealthcare.com and SaudiArabiaServiceCenter@gehealthcare.com

