

### Q&A

**Q. Why is Philips providing this Caution Card?**

A. Philips takes the safety and well-being of residents very seriously. We recently conducted an internal risks assessment related to our Personal Help Buttons (PHBs). Our learnings from the assessment triggered the need to change our product documentation for PHBs.

**Q. What prompted the internal risk assessment related to Philips' Personal Help Button?**

A. There were a few unfortunate accidents that were reported to us involving the PHB neck cord. This particular risk assessment was done as a way to measure potential accidents related to the entanglement of the neck cord on protruding objects.

**Q. What if my resident(s) decides not to wear their Personal Help Button as a result of this information?**

Q. This is a potential situation that we evaluated carefully. As you know, if a resident is not wearing their button, they will not always have an easy way to call for help. We feel that we have worded the Caution Card in a way that conveys the risks associated with wearing the PHBs but is not overly frightening to the resident. The information should be relayed to the residents in the same manner and context.

**Q. What do I do if a resident wants to change the type of Personal Help Button they are wearing?**

A. If a resident tells you they are not comfortable with the Personal Help Button they have today as a result of this information, the PHB can be easily converted to a wrist style button. Contact your Philips representative if this is the case and we can assist you in this process.

**Q. Are alternative wearing styles for the Personal Help Buttons being evaluated?**

A. Yes, currently we are looking at other options for residents, but there are many considerations with the development of an alternative. It is too early to assess what option might work best.

**Q. It seems that the FDA and legal departments at Philips are much more involved with the Senior Living Solutions business. Is that true?**

A. Philips Lifeline and Philips Senior Living Solutions PHBs have always been categorized as a Class 2 Medical Device and regulated by the FDA, so that has not changed. Since the acquisition of Lifeline by Philips, our organization has been harmonizing regulatory and legal processes with Philips Healthcare. Philips is a very large company with a great deal of experience in this area. While the harmonization may feel more stringent, our business will benefit from the added resources and experience these groups provide.

**Q. Today, if I have a complaint, device malfunction, serious injury or death associated with any of my residents and the Philips PHB, I typically call Philips or my dealer. Based on the *Important Reminder-Action Required* notice, is there a new process I should follow?**

A. No, there is no new process for you to follow. If you have any complaints or events associated with Philips products and services, you can contact Philips directly or your dealer.

**Q. If I have questions about my community's legal responsibilities related to any of this information, who should I call?**

A. It is important that you and organization are comfortable about providing the Philips emergency call products to your residents. If you have any questions related to this material, please contact your internal legal department for support.