



Customer Service Bulletin

Monitoring Products

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Bulletin Type: As Needed

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SAP DIR #: 20013341

Subject: CSB- CVSM/CIWS 1.71.02 Patient Query Impact

Distribution Scope: WA Customers– CVSM, CIWS, VM
Cerner Technical Support for use with joint customers
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Connex Vital Signs Monitor (CVSM), Connex Integrated Wall System (CIWS), Connex VM

SW Version: CVSM/CIWS 1.71.02

Serial No. / Lot Code: All serial numbers with the 1.71.02 software

Summary: This document describes the handling of patient identification with the 1.71.02 software in a Cerner Connected site. There are also instructions to verify the version of device software

Issue: CVSM/CIWS software version 1.71.02 changes how the device handles patient identification queries. Devices configured to use the Search by patient ID function will fail to return a patient ID if the entered patient ID is not an exact match with the patient ID returned from the host system. Any leading or trailing characters entered with the patient ID in the device either from a barcode scanner or through the keypad needs to be returned in the query results to be accepted by the device. The device patient ID is also case sensitive requiring that the query return match case to be accepted by the device.

If the strings don't match or the case is different the failure mode is dependent on the Require patient ID match to save measurements setting as follows:

- If the Require patient ID match to save measurements setting is not checked no patient information is returned and the user may continue to save the patient's readings with the unmatched patient ID.

- If the Require patient ID match to save measurements setting is checked the user will be unable to save the patient's readings.

If the entered patient ID includes any leading or trailing characters not present in the host record the query will fail regardless of the Require patient ID match to save measurements setting.

Action:

Customers experiencing patient query failures due to this issue may contact Technical Support at [1-800-289-2501](tel:1-800-289-2501) to change the device software version. The software change will be covered under warranty.

Customers may select one of the following options:

1. RMA the device to Welch Allyn for service
2. Install the WelchAllyn service tool (version 1.5.0.0) on their PC and allow a Welch Allyn technician [to](#) remotely install the software
3. Customers with a large number of devices [s](#) may schedule an onsite visit with a Welch Allyn representative to install the software

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Additional References

20013264B TSB - CVSM_CIWS, 1.71.02, Release
20013288A TSB-CVSMCIWS, Downgrade Host Software 1.71.xx to 1.70.04

Required Tools:

For customers opting to have Welch Allyn remotely install the software:
Welch Allyn Service Tool 1.5.0.0
USB type A to mini B cable

Procedure:

Verify SW Version
To view the software version listed touch the Settings tab then the Advanced tab.



Notes:

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History

Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	JAP	D*	D*

D* - Refer to SAP DIR digital signature log for approval details.