

FSN Ref: 2020-10-09_DISTRIBUTOR

FSCA Ref: 2020-10-09

Date: 12. October 2020

Urgent Field Safety Notice

Geistlich Bio-Oss Pen®

Recall of Geistlich Bio-Oss Pen® due to functional issue

For Attention of Geistlich Bio-Oss Pen® Distributors

1 Information on Affected Devices

Device Type(s)

Geistlich Bio-Oss Pen® (GBOP) is a product variant providing ease of use in a syringe-like dispenser configuration. The pen contains natural bone mineral for filling of bone defects in maxillofacial surgery, implantology, and periodontology.

Commercial names

Geistlich Bio-Oss Pen® 0.25-1mm 0.25g

Geistlich Bio-Oss Pen® 0.25-1mm 0.5g

Geistlich Bio-Oss Pen® 1-2mm 0.5g

Primary clinical purpose of devices

The pen contains natural bone mineral for filling of bone defects in maxillofacial surgery, implantology, and periodontology

Device Model/Catalogue/part numbers

30661.1, 30662.1, 30671.1

Affected serial or lot number range

Geistlich Bio-Oss Pen 0.25-1mm 0.25g

820000125; 82000472; 82000541; 82000706; 81901191; 81901652; 82000062; 82000127;
82000469; 82000475; 82000492; 82000540; 82000623; 82000729;

Geistlich Bio-Oss Pen 0.25-1mm 0.5g:

82000126; 82000471; 82000543; 82000597; 82000693; 81901192; 81901653; 82000063;
82000128; 82000468; 82000474; 82000518; 82000535; 82000542; 82000598; 82000624;
82000730;

Geistlich Bio-Oss Pen 1-2mm 0.5g

82000148; 82000470; 82000545; 82000642; 82000694; 82000707; 82000539; 81901074;
81901310; 81901654; 82000147; 82000149; 82000467; 82000473; 82000534; 82000536;
82000544; 82000625; 82000731;

2 Reason for Field Safety Corrective Action (FSCA)

Description of the product problem

Geistlich Pharma was informed that in individual cases it was difficult to expel the Geistlich Bio-Oss® (GBO) granules from the pen. It was also reported that the resistance could suddenly drop and the granules may be expelled all at once. These appear to be isolated incidents, related to the plunger function of the GBOP. The sudden expulsion of the Bio-Oss granules could affect the surrounding tissue, particularly if used in the sinus lift indication, and while unlikely, could pose a risk for patient harm. Further medical intervention may, in this case be necessary. In an abundance of caution Geistlich Pharma will recall specific lots of GBOP from the customers. Cases that have already been successfully treated with GBOP, do not require any action. The quality of the Geistlich Bio-Oss® granules is not affected by this issue.

Hazard giving rise to the FSCA

The sudden expulsion could affect the surrounding tissue, and when used in sinus floor elevation a rupture of the Schneiderian membrane could occur. In this situation some GBO particles could enter the maxillary sinus cavity and would need to be surgically removed. In addition, antibiotic therapy would need to be implemented to prevent further complications. In an abundance of caution Geistlich Pharma will recall specific lots of GBOP from the customers. Cases that have already been successfully treated with GBOP do not require any action. The quality of the Geistlich Bio-Oss® granules is not affected by this issue.

3 Type of Action to mitigate the risk

Information on measures to be taken by the distribution partners:

1. Immediately stop selling and shipping all sizes of the GBOP.
2. Immediately quarantined your inventory of all sizes of the GBOP.
3. Identify all customers that received or may receive the affected devices.
4. Add your contact details to the Field Safety Notice (FSN) for User (FSN Ref. 2020-10-09_USER) and the Customer Reply Form.
5. Send the FSN for User and the Customer Reply Form to all customers you have supplied with GBOP affected by this FSN.
6. Follow up with customers not responding to this FSN.
7. Keep your stock and all returned pens in quarantine.
8. Return all pens you still have on stock as well as the pens returned from your customers upon request by Geistlich Pharma AG.
9. Complete and return the enclosed Distributor/importer Reply Form by **30.11.2020**

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Information on measures to be taken by the user:

1. Complete and return the enclosed Customer Reply Form by **31.10.2020**.
2. If you still have Geistlich Bio-Oss Pen® with the affected lot numbers (see above) on stock, please immediately discontinue use and return all affected pens to your distribution partner. Geistlich Pharma will replace the Geistlich Bio-Oss Pen® with Geistlich Bio-Oss® spongiosa granules or other products, or we will issue a credit note or refund.
3. If you have experienced this issue and have not reported this to date, please report as a customer complaint to your distribution partner.

4 General Information

FSN Type: New

Further advice or information already expected in follow-up FSN? Not yet planned

The Competent (Regulatory) Authority of your country has been informed about this communication to customers.

List of attachments/appendices: - FSN Ref: 2020-10-09_User incl. Customer Reply Form
- Distributor/Importer Reply Form



Dr. Matthias Dunkel
Chief Operating Officer



Patrick Häuptli
Director Quality Assurance

Transmission of this Field Safety Notice

This notice needs to be passed on all those who need to be aware within your organisation or to any organisation where the potentially affected devices have been transferred. (As appropriate)

Please transfer this notice to other organisations on which this action has an impact. (As appropriate)

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

Please report all device-related incidents to the manufacturer, distributor or local representative, and the national Competent Authority if appropriate, as this provides important feedback.

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For Attention of Geistlich Bio-Oss Pen® User

Contact details of local representative (name, e-mail, telephone, address etc.)

Will be filled out by local distributor individually

This could be a distributor or local branch of the manufacturer. To be added at the appropriate stage in the different local languages

1. Information on Affected Devices

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2. Reason for Field Safety Corrective Action (FSCA)

Description of the product problem

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3. Type of Action to mitigate the risk

Action to be taken by the User

1. Complete and return the enclosed Customer Reply Form by **31.10.2020**.
2. If you still have Geistlich Bio-Oss Pen® with the affected lot numbers (see above) on stock, please immediately discontinue use and return all affected pens to your distribution partner. Geistlich Pharma will replace the Geistlich Bio-Oss Pen® with Geistlich Bio-Oss® spongiosa granules or other products, or we will issue a credit note or refund.
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FSN Type: New

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List of attachments/appendices: - Customer Reply Form



Dr. Matthias Dunkel
Chief Operating Officer



Patrick Häuptli
Director Quality Assurance

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Field Safety Notice Customer Reply Form

1. Field Safety Notice (FSN) information	
FSN Reference number	2020-10-09_USER
FSN Date	12.October 2020
Product/ Device name	1 Geistlich Bio-Oss Pen® 0.25-1 mm 0.25g 2 Geistlich Bio-Oss Pen® 0.25-1 mm 0.5g 3 Geistlich Bio-Oss Pen® 1-2 mm 0.5g
Batch/Serial Number (s)	List all affected lot numbers that you have shipped out to customers (filled out by TG / Distributor)

2. Customer Details	
Account Number	
Healthcare Organisation Name*	
Organisation Address*	
Department/Unit	
Shipping address if different to above	
Contact Name*	
Title or Function	
Telephone number	
Email	

Mandatory fields are marked with *

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3. Customer action undertaken on behalf of Healthcare Organisation				
<input type="checkbox"/>	I confirm receipt of the Field Safety Notice and that I read and understood its content.			
<input type="checkbox"/>	I performed all actions requested by the FSN.			
<input type="checkbox"/>	I have returned affected devices - enter number of devices returned and date complete.	Qty:	Lot Number:	Date Returned:
		Qty:	Lot Number:	Date Returned:
		Qty:	Lot Number:	Date Returned:
		Qty:	Lot Number:	Date Returned:
		Qty:	Lot Number:	Date Returned:
		Qty:	Lot Number:	Date Returned:
		Comments:		
<input type="checkbox"/>	No affected devices are available for return			
Print Name*				
Signature*				
Date*				

4. Return acknowledgement to sender (Information of the distributor)	
Email	Pre-filled by manufacturer/sender/requester
Postal Address	Pre-filled by manufacturer/sender/requester
Fax	Pre-filled by manufacturer/sender/requester
Deadline for returning the customer reply form*	31.10.2020

Mandatory fields are marked with *

It is important that your organisation takes the actions detailed in the FSN and confirms that you have received the FSN.

Your organisation's reply is the evidence we need to monitor the progress of the corrective actions.