



**URGENT FIELD SAFETY NOTICE**

**ORTHO VISION® Analyzer and ORTHO VISION® Max Analyzer  
Potential for False Negative Results for Specific User Defined Protocol Configurations**

Dear Customer,

The purpose of this notification is to inform you that the Wrong Liquid Level (WLL) check will not occur in specific configurations when using User Defined Protocols (UDP). You are receiving this letter because either your facility uses the UDP feature, or, your system is not e-connected and Ortho cannot evaluate the use of this feature on your analyzer(s).

**If your facility does not use the UDP feature on your system, you are NOT affected by this issue.**

Affected Product Name	Product Codes (Unique Identifier No)	Software Version
ORTHO VISION® Analyzer for ORTHO® BioVue Cassettes	6904579 (10758750012831)	APSW 5.13.0 and below
ORTHO VISION® Max Analyzer for ORTHO® BioVue Cassettes	6904578 (10758750012848)	

**Background**

ORTHO VISION Analyzer and ORTHO VISION Max Analyzer allow the user to configure User Defined Protocols (UDP). The UDP feature allows the user to expand the test menu beyond those tests currently available from Ortho-Clinical Diagnostics, Inc. (Ortho). UDP tests are created from a standard configuration, which includes volumes dispensed. However, dispense volumes can be configured by the user to other non-standard volumes.

The Wrong Liquid Level (WLL) check is a functionality of the CIMS (camera and imaging system) module capable of detecting if the fill volume of each BioVue Cassette is as expected.

If the fill volume detected in a single well is different from expected, the single well is marked with the 'WLL' code and the cassette/card is saved for the operator review.

**Issue Description/Investigation**

A complaint was received from a customer who set up a User Defined Protocol (UDP). When a dispense issue occurred, the result was reported as a negative reaction instead of flagging the result with WLL.

An internal investigation was conducted and it was concluded that if a user creates a User Defined Protocol and modifies the dispense volume of one or more reaction constituents such that the total expected fill volume is not 50, 90 or 100 uL, there is no Wrong Liquid Level check.

## Impact to Results

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A false negative reaction could be reported only if:

- The UDP is configured with a total cassette fill volume other than 50, 90 or 100 uL, **AND**
- A pipetting anomaly occurs that is not detected by another system mechanical verification, or not detected by Laboratory personnel during manual review of the cassette.

A false negative result in antibody screening/identification tests could miss a clinically significant antibody and the patient may be transfused with incompatible blood and a hemolytic transfusion reaction could occur. A false negative result of a crossmatch test could also lead to transfusion of incompatible blood and a hemolytic transfusion reaction.

The probability of an undetected false negative result is reduced as it can occur only if an undetected metering issue occurred. Therefore, repeat testing is not required. Discuss any concerns you may have regarding previously reported results with your Laboratory Medical Director to determine the appropriate course of action.

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## REQUIRED ACTION

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- Review User Defined Protocols to determine if the total fill volume is something other than 50, 90 or 100 uL. Refer to the '*Reviewing UDP Volumes*' enclosure.
- If UDP tests are configured with non-standard volumes, disable the automatic results acceptance, and manually review cassettes for unexpected liquid levels.
- Consider reconfiguring UDP test to use standard volumes.
- Complete the enclosed Confirmation of Receipt form no later than **MM/DD/YY**
- Place this notification with your user documentation until such time as the User Defined Protocols (UDP) & User Defined Reagents (UDR) Guide is updated with this information.

## Contact Information

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We apologize for the inconvenience this may cause your laboratory. If you have further questions, please contact Ortho Care™ Technical Solutions Center at **insert appropriate number** / **insert signatory if required**

### Enclosures:

Instructions for Reviewing UDP Volumes (Ref. CL2021-080\_UDP\_BV)  
Confirmation of Receipt Form

## Instructions to Verify User Defined Protocol (UDP) Configuration and Disable Automatic Result Acceptance

### Verify UDP Configuration

Each UDP test must be verified separately.

To verify UDP configuration, first delete all Profiles related to the UDP.

To delete the Profile, all results related to this Profile need to be archived in Results Tab.

#### In Setup > Testing

- Select UDP
- Select Modify

The screenshot shows the 'User Defined Protocol Overview' table with the following data:

Test	Original Test	Results	Last Modified	Last Modifier
UDP_Fya antitoxin	4 RAS Fya IgG	Fya	2/23/2021 11:32:20 AM	Admin SOL
UDP_Cw	08 RAS Lea Rvs	Anti-Cw	2/23/2021 4:34:46 PM	Admin SOL
UDP_08 RAS Fya IgG	08 RAS Fya IgG	Fya	2/23/2021 11:51:27 AM	Admin SOL
UDP_4 ABO(FWD/RVS)/R	4 ABO(FWD/RVS)/Rh-00	ABO Rh	2/23/2021 11:54:26 AM	Admin SOL
UDP_DS BV IAT IgG 08	DS BV IAT IgG 08 37 RRBC	DilSeries	2/23/2021 4:24:19 PM	Admin SOL
UDP_08 RAS Lea Rvs	08 RAS Lea Rvs	Lea	3/1/2021 5:00:35 PM	Admin SOL
UDP_4 ABO	4 ABO(FWD/RVS)/Rh-00	ABO Rh	3/3/2021 3:30:00 PM	Admin SOL

The 'UDP\_4 ABO' row is highlighted in white. The 'Modify' button in the bottom navigation bar is circled in red.

- Select Assays

The screenshot shows the 'Ortho Clinical Diagnostics Admin SOL' interface. At the top, there is a navigation bar with icons for Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The user is logged in as 'Admin SOL' on '03/03/2021 15:32'. The main content area is divided into two sections. On the left, there is a 'Test Name\*' field containing 'UDP\_4 ABO'. Below it, there are three sections: 'Assays\*', 'Cassettes', and 'Result Interpretation'. The 'Assays\*' section is highlighted with a red circle. On the right, there is a 'Test Name' field containing 'UDP\_4 ABO' and a virtual keyboard. Below the keyboard are 'Cancel' and 'Save' buttons. On the far right, there is a vertical menu with buttons for 'General', 'Users', 'Testing', 'Results', 'System', 'Interfaces', 'Maintenance', and 'User Defined Reports'. At the bottom, there is a navigation bar with icons for Back, Modify, Create Test, Delete Selected, Search, Help, and Resume Processing.

- Select all Columns, one by one

The screenshot shows the 'Ortho Clinical Diagnostics Admin SOL' interface. At the top, there is a navigation bar with icons for Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The user is logged in as 'Admin SOL' on '03/03/2021 15:33'. The main content area is divided into two sections. On the left, there is a 'Test Name\*' field containing 'UDP\_4 ABO'. Below it, there are three sections: 'Assays\*', 'Cassettes', and 'Result Interpretation'. The 'Assays\*' section is expanded, showing a list of columns: 'Column 1\*' (Anti-A), 'Column 2\*' (Anti-B), 'Column 3\*' (Anti-D), 'Column 4\*' (Ctrl), 'Column 5\*' (A1-Cells), and 'Column 6\*' (B-Cells). The 'Column 5\*' entry is highlighted with a red circle. On the right, there is a vertical menu with buttons for 'General', 'Users', 'Testing', 'Results', 'System', 'Interfaces', 'Maintenance', and 'User Defined Reports'. At the bottom, there is a navigation bar with icons for Back, Modify, Create Test, Delete Selected, Search, Help, and Resume Processing.

- Select Liquid 1 > Volume

The screenshot shows the 'Ortho Clinical Diagnostics' software interface. The top navigation bar includes Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The right side shows 'Admin SOL' with the date and time '03/03/2021 15:35'. The main configuration area is divided into two columns. The left column contains fields for 'Kind of Unit Result' (A1-Cells), 'Liquid 1\*' (circled in red), 'Type\*' (Patient Sample), 'Dilution\*' (100% / PLASMA), 'Dispense Mode\*' (Edge Contact), 'Volume\*' (40ul, circled in red), 'Concentration' (100%), 'Liquid 2\*' (Reagent (Ortho)), and 'Column 6\*' (B-Cells). The right column is titled 'Dispense Volume' and features a vertical slider with options for 20ul, 25ul, 30ul, 40ul (selected), 50ul, and 60ul. At the bottom, there are 'Cancel' and 'Save' buttons, and a navigation bar with 'Back', 'Modify', 'Create Test', 'Delete Selected', 'Search', 'Help', and 'Resume Processing'.

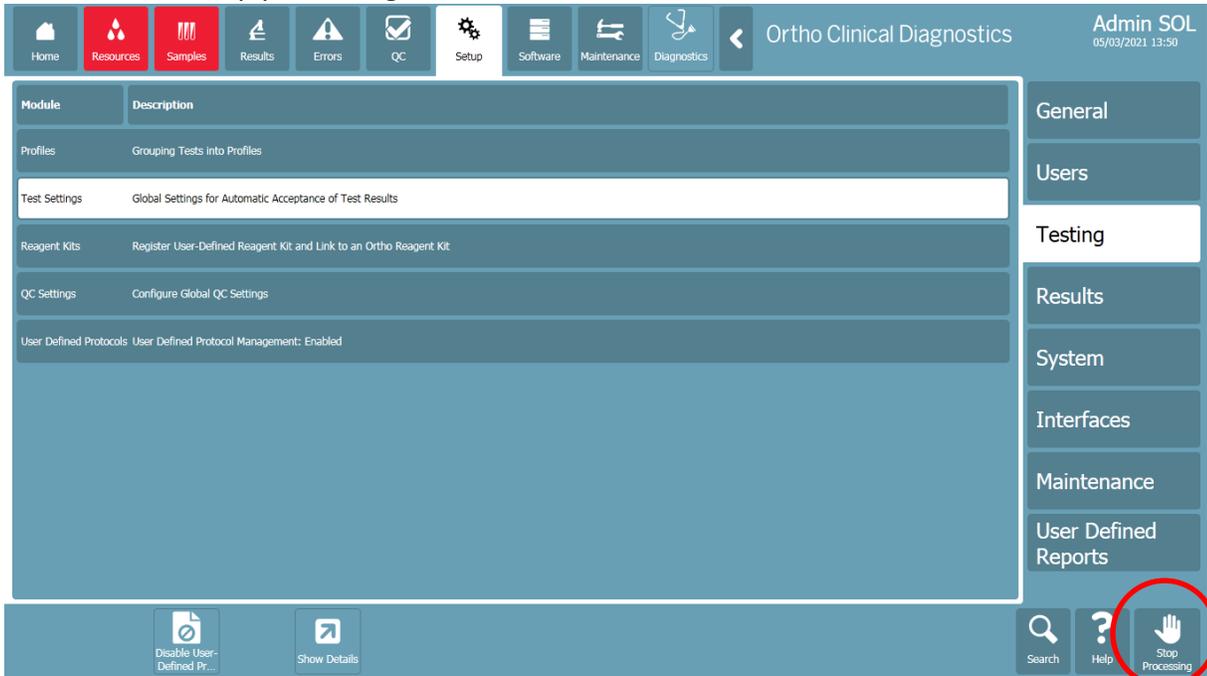
- Select Liquid 2 > Volume

The screenshot shows the 'Ortho Clinical Diagnostics' software interface. The top navigation bar includes Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The right side shows 'Admin SOL' with the date and time '03/03/2021 15:36'. The main configuration area is divided into two columns. The left column contains fields for 'Kind of Unit Result' (A1-Cells), 'Liquid 1\*' (Patient Sample), 'Liquid 2\*' (circled in red), 'Type\*' (Reagent (Ortho)), 'Kit\*' (4% Affirmagen), 'Component\*' (A1 Cells), 'Dispense Mode\*' (Center), 'Volume\*' (10ul, circled in red), and 'Concentration' (4%). The right column is titled 'Dispense Volume' and features a vertical slider with options for 10ul (selected), 20ul, and 30ul. At the bottom, there are 'Cancel' and 'Save' buttons, and a navigation bar with 'Back', 'Modify', 'Create Test', 'Delete Selected', 'Search', 'Help', and 'Resume Processing'.

- Select Liquid 3 (when applicable) > Volume
- Check if total fill volume (sum of all liquids volume) is different than 50, 90 or 100 uL.

## Disabling the Automatic Result Acceptance of UDP

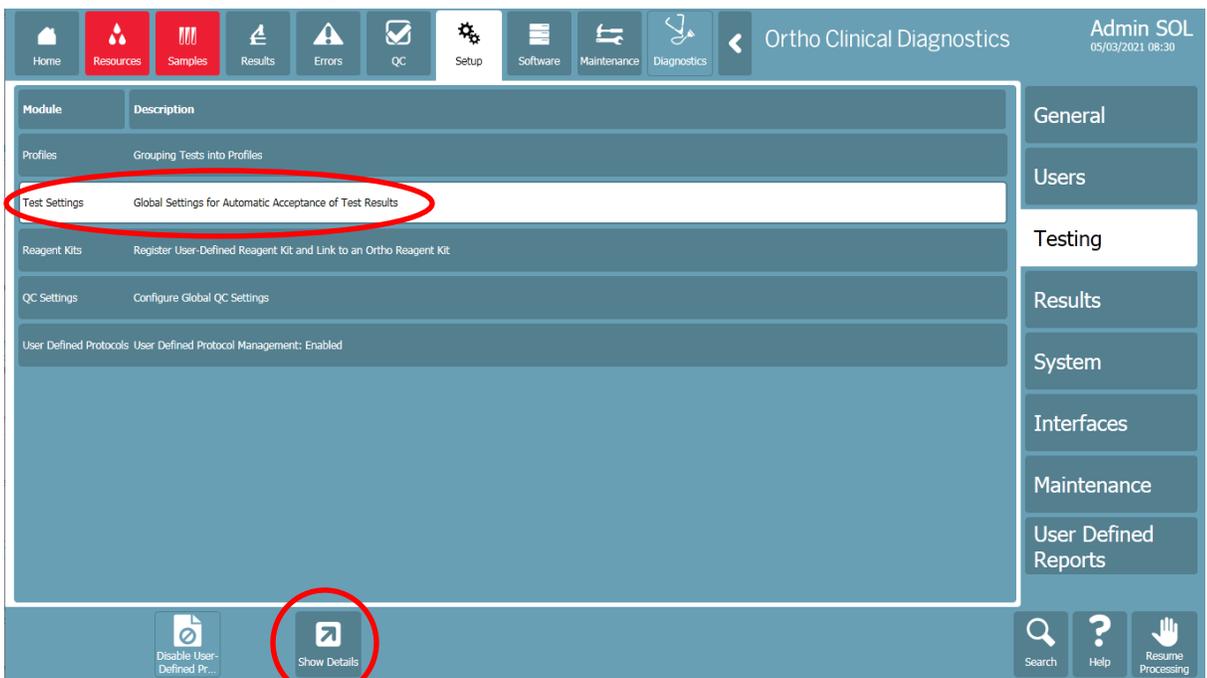
- Go to Setup> Testing
- Hit the Stop processing button



The screenshot shows the Admin SOL interface for Ortho Clinical Diagnostics. The top navigation bar includes Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The Setup menu is expanded, showing a list of modules: Profiles, Test Settings, Reagent Kits, QC Settings, and User Defined Protocols. The Test Settings module is selected. On the right side, there is a sidebar with menu items: General, Users, Testing, Results, System, Interfaces, Maintenance, and User Defined Reports. At the bottom right, there are three buttons: Search, Help, and Stop Processing. The Stop Processing button is circled in red.

Module	Description
Profiles	Grouping Tests into Profiles
Test Settings	Global Settings for Automatic Acceptance of Test Results
Reagent Kits	Register User-Defined Reagent Kit and Link to an Ortho Reagent Kit
QC Settings	Configure Global QC Settings
User Defined Protocols	User Defined Protocol Management: Enabled

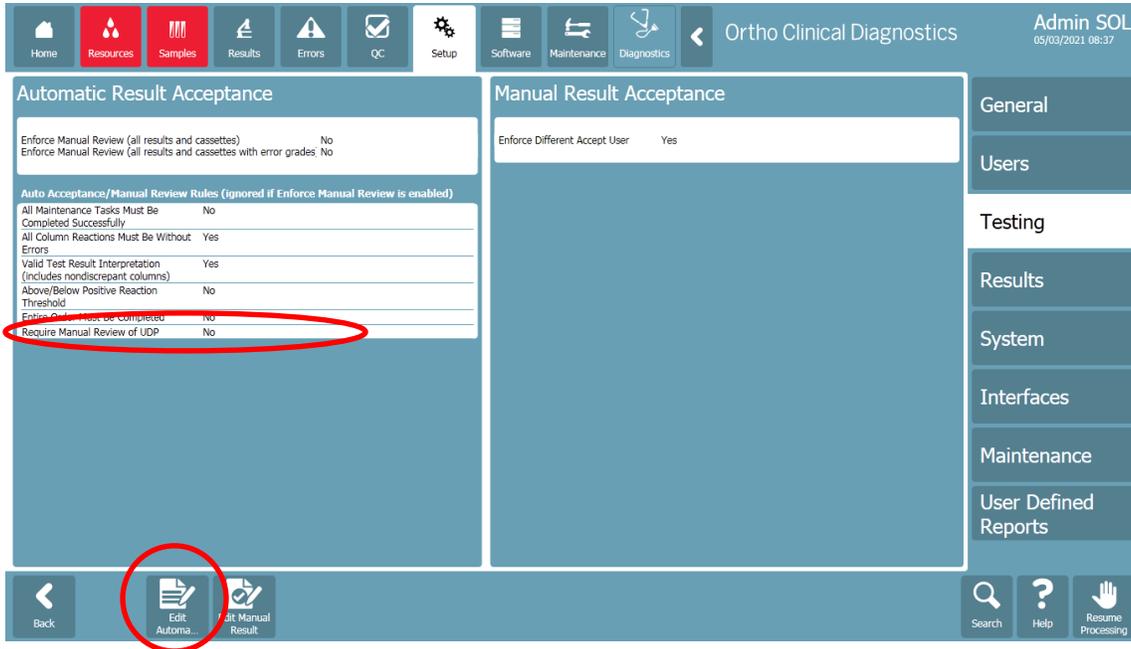
- Select Test Settings > Show Details



The screenshot shows the Admin SOL interface for Ortho Clinical Diagnostics. The top navigation bar includes Home, Resources, Samples, Results, Errors, QC, Setup, Software, Maintenance, and Diagnostics. The Setup menu is expanded, showing a list of modules: Profiles, Test Settings, Reagent Kits, QC Settings, and User Defined Protocols. The Test Settings module is selected and circled in red. On the right side, there is a sidebar with menu items: General, Users, Testing, Results, System, Interfaces, Maintenance, and User Defined Reports. At the bottom, there are three buttons: Search, Help, and Resume Processing. The Show Details button is circled in red.

Module	Description
Profiles	Grouping Tests into Profiles
Test Settings	Global Settings for Automatic Acceptance of Test Results
Reagent Kits	Register User-Defined Reagent Kit and Link to an Ortho Reagent Kit
QC Settings	Configure Global QC Settings
User Defined Protocols	User Defined Protocol Management: Enabled

- If you are working in automatic acceptance result mode:  
 Verify if Required Manual Review of UDP is set to 'Yes'.  
 If it is set to 'No' > select Edit Automatic Results Acceptance



- Change Requires Manual Review of UDP to 'Yes'
- Save modification