



HAEMONETICS®
THE Blood Management Company

--URGENT--

July 11, 2011

Letter #: EQU-11-005

Subject: Important Safety Information Regarding Your eQue System At Your Plasma Center

Dear Customer,

This letter contains important information concerning your eQue system. Read it carefully and contact your Account Representative immediately should you have any questions. Ensure that this letter is distributed promptly to the appropriate individuals at your facility.

An issue has been identified with the eQue interface. This issue may incorrectly present donors with the short abbreviated form questionnaire instead of the more detailed long form questionnaire under the scenario listed below.

The scenario:

When a donor is checked in and registered in the plasma center computer system via the eQue interface and that donor has an overdue review (e.g. SPE) which could necessitate a physical exam be performed before the donor is permitted to donate, eQue may present the short form questionnaire to the donor instead of the more detailed long form questionnaire.

The application area impacted is isolated to the eQue interface package installed centrally to allow the plasma center computer system and eQue to interface with one another.

To mitigate this issue, Haemonetics recommends you update the eQue configuration to force the long form questionnaire to be completed for each and every donation, until a permanent fix is available:

- Update the questionnaire programs in the eQue configuration bundle to always display the full length questionnaire
- Deploy the updated eQue configuration to all eQue sites

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Your business is very important to us. Please contact us if you require any assistance with this issue.

Haemonetics' staff will contact you in the next two weeks to follow-up on this issue.

If you have any questions regarding this issue, please contact your Account Manager or myself at 1-780-409-0860

Regards,

Neil Snopek
Director, Plasma Development
HAEMONETICS® Canada Ltd

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