



Cathy Green <viamed.cathy.green@gmail.com>

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**Re: State of your complaint 2026-0001/RTS11001064: in progress**

1 message

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**Cathy Green** <cathy.green@viamed.co.uk>

5 February 2026 at 09:28

To: bluepoint MEDICAL Service <service@bluepoint-medical.com>

Dear Anja

Sorry for the delay in replying, I had missed seeing the question you had asked. There was no injury to any patient.

Kind Regards  
Cathy Green

On Thu, 5 Feb 2026 at 06:52, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

Can you tell me anything about the patient's injury yet?

Otherwise, I won't be able to process the complaint any further.

Thanks.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

An der Trave 15

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fax: +49 (0) 38823 / 5488-29

e-mail: [a.merz@bluepoint-medical.com](mailto:a.merz@bluepoint-medical.com)

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA2600

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**Von:** bluepoint MEDICAL Service

**Gesendet:** Dienstag, 27. Januar 2026 07:48

**An:** 'cathy.green@viamed.co.uk' <cathy.green@viamed.co.uk>

**Betreff:** State of your complaint 2026-0001/RTS11001064: in progress

Dear Cathy,

We received your complaints (VM-2500-S, SN:A1711160013) dated 22.01.2026, which will be processed as soon as possible.

For inquiries, please state the complaint number 2026-0001.

We still need the following information about the device:

Did the device cause any harm to a patient?

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

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Trade register: Schwerin, Reg.-No.: HRA2600

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Kind regards

Cathy Green  
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