



Derek Lamb <liquidgands@gmail.com>

Re: EyeMax distribution figures

1 message

Almy Hollis <ahollis@maxtec.com>

5 February 2020 at 14:22

To: Steve Hardaker <steve.hardaker@viamed.co.uk>

Cc: Franco Carrizo <fcarrizo@maxtec.com>, Steve Nixon <steve.nixon@viamed.co.uk>, Tammy Lavery <tlaverry@maxtec.com>, Silvia Jones <sjones@maxtec.com>, Bob Kalish <bkalish@maxtec.com>, Derek Lamb <derek.lamb@viamed.co.uk>, Bruce Brierley <bruce@maxtec.com>, Brad Allen <ballen@maxtec.com>

Steve

Thank you for all your support helping us on this topic. We obviously want to make sure we assist however it is possible. Please continue to work with Franco on this from our side.

Almy

**Almy Hollis**

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On Wed, Feb 5, 2020 at 3:59 AM Steve Hardaker <office@viamed.co.uk> wrote:

Dear all,

I have spoken to a Staff Nurse on Starlight Children's Unit at Wythenshawe Hospital and unfortunately, Sister Helen Russel-Fisher, who raised the incident report, is out of the country on annual leave until Monday 10th February.

The Staff Nurse advised that Sister Russel-Fisher is the appropriate person to speak to as she is the Governance Lead Sister and is the responsible person with regards to the incident investigation.

If she is not able to reply to the email before Monday, Viamed will contact Sister Russel Fisher by telephone to discuss their response to the questions posed.

Regards,

Steve Hardaker
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On Tue, 4 Feb 2020 at 23:10, Franco Carrizo <fcarrizo@maxtec.com> wrote:

Hi Steve, we would like to plan a meeting with the hospital and with you as well to gather information and get as much detail as possible.

Do you think we can coordinate it for tomorrow at Utah's morning (8 am MST) or on Thursday's morning which is 3 pm UK's time.

Please advise

Thanks

Franco

On Tue, Feb 4, 2020 at 8:09 AM Almy Hollis <ahollis@maxtec.com> wrote:

Steve

Thank you for this information. We here at Maxtec are proud of our quality history of use with the EyeMax and your experience is representative of what we have seen in the market. However, we take complaints very seriously and hope to help Wythenshaw Hospital with their concerns. Franco will let you know where this goes as we continue to gather info from them. We appreciate your help here.

Almy

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On Tue, Feb 4, 2020 at 7:17 AM Steve Nixon <office@viamed.co.uk> wrote:

Hi Franco

We have been distributing the Maxtec EyeMax range of phototherapy eyemasks since May 2005 and to date 784,446 masks have been put into use.

As far as we are aware we haven't received reports of any incidents, apart from the one at Wythenshaw Hospital.

Their report states three incidents. One of these concerns the Adverse Incident Report (11th October 2019) and they queried the use of another one with us on the 8th December 2017. The other one (occurred sometime over the last two years) was not reported to us.

Referencing our distribution figures, it appears that the design and usage of the EyeMax range is well proven.

Obviously you have other distribution channels in the UK (distributors & OEMs), so we at Viamed are not privy to the sales figures or whether there have been any other problems reported.

Steve Hardaker will endeavour to contact Wythenshaw Hospital for an update later today.

Regards

--

Steve

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