

## Customer FAQs

### Strep A Test Cassette and Twist Field Correction

#### General Information

Question	Response
1. What is the problem with the product?	This product may have an elevated incidence of false positive results. A false positive test result could lead to the administration of antibiotics that are unnecessary.
2. What is the cause of the problem?	The cause of the problem is being investigated.
3. Which Strep A products are being recalled?	The products affected are all in the cassette or twist format. The dipstick product uses different manufacturing processes and materials and is not impacted.
4. How does this impact current or previous test results? Do patients need to be retested?	It is the decision of the physician or medical director to retest patients with positive results. Based on a health hazard evaluation performed by a physician, the overall health risk is negligible.
5. Do I need to return any recalled product I currently have?	Contact your local PSS Distribution Center for further instructions.
6. Who should I contact for more information about this recall?	For technical information please contact Alere Technical Service at 866-216-0094. For questions on obtaining credit for unused product contact your local PSS Distribution Center.

#### Customer Replacement or Credit:

Question	Response
7. Is replacement product available?	At this time replacement product in the cassette or twist format is unavailable. Your account will be credited through PSS World Medical Alternative product for purchase: PSS World Medical has available product in the dipstick format as a substitute: CONSULT™ Diagnostics Strep A Dipstick PN 4999 CONSULT™ Diagnostics Strep A Dipstick PN 5003 Acceava® Strep A Dipstick PN 92001 Clearview® Strep A Exact II Dipstick PN 92002 Quidel Strep Quickview Moderate, PN 20122 Quidel Strep a Quickview Inline, PN 00343  For more information please contact your PSS Sales Representative.
8. How do I obtain credit for the recalled product?	Contact your local PSS Distribution Center and they will issue your credit.
9. What other products could I use for Strep A testing?	PSS World Medical has available product in the dipstick format as a substitute: CONSULT™ Diagnostics Strep A Dipstick PN 4999 CONSULT™ Diagnostics Strep A Dipstick PN 5003 Acceava® Strep A Dipstick PN 92001 Clearview® Strep A Exact II Dipstick PN 92002 Quidel Strep Quickview Moderate, PN 20122 Quidel Strep a Quickview Inline, PN 00343  For more information please contact your PSS Sales Representative.