

## **Customer Prep Pad Frequently Asked Questions (FAQs):**

### **Q – What is happening with alcohol prep pads, swabs, and swab sticks?**

A – The Triad Group voluntarily recalled alcohol prep pads, swabs and swab-sticks with the knowledge of the FDA due to potential contamination.

### **Q – Why is the product being recalled?**

A – The Triad Group has recalled the product because of potential contamination with *Bacillus Cereus* (a microbial contaminant). Use of contaminated alcohol prep pads, swabs and swab sticks could lead to infections. In a worst-case scenario, this could be life threatening, especially in at-risk populations, including immune suppressed and surgical patients.

### **Q – Which alcohol prep pads, swabs and swab-sticks were affected by the recall?**

A – Select brand alcohol prep pads have been affected. Additionally, kits and trays containing recalled prep pads are also affected by this recall.

### **Q – What is PSS doing in response to the recall?**

A – PSS is aware of the scope of this issue and is committed to doing everything we can to quickly resolve the challenges you are facing. Our main concern is the safety of your patients. We have implemented a return program to ensure the affected product is returned, disposed of and replaced as soon as possible.

### **Q – What if I have not yet received a recall letter?**

A – You may obtain a copy of a recall letter by visiting [mypss.com](http://mypss.com), contacting your local PSS branch office, or by calling our Product Support Team (800-777-4908).

### **Q – What should I do with recalled product?**

A – PSS will issue you a credit for all recalled product. Contact your local PSS branch or your sales representative to initiate your return.

**Q – What should I do if a patient experiences an adverse effect from the use recalled products?**

A – Please call PSS' Product Support Team (800-777-4908) to report an incident.

**Q – What should be done about product that was given to a patient for use outside your facility?**

A – You should direct the patient to dispose of the product. Also, inform PSS of the amount of product disposed of to receive proper credit by using the Notice of Destruction Form. The form is available at [www.mypss.com](http://www.mypss.com). Or it can be obtained by calling your local PSS office or our Product Support team (800-877-4908).

**Q – What should I do in regards to returning kits that contain the affected recalled products?**

A – All kits should be returned. PSS wants you to return ANY of the affected kits, either opened or unopened. We cannot take back any product that has already been used directly on a patient.

**Q – How can I make sure that the alcohol prep pads we are now receiving are not subjected to the recall?**

A – PSS is no longer shipping the recalled alcohol prep pads. However, realize that the old and new product's reorder numbers are the same. New shipments may contain a package insert informing you that the product you are receiving is "safe for use."

**Good Alcohol Prep Pad Identification Method:**

- On the front of the packaging, the very last line will say, "Made in China."

- On the back of the packaging, there WILL be a lot number at the bottom of the label.

**Bad Alcohol Prep Pad Identification Method:**

- On the front of the packaging, the very last line will say, "Made in U.S.A."
- On the back of the packaging, there WILL NOT be a lot number at the bottom of the label.

**Q – What other products are available?**

A – PSS has non-recalled product available to ship immediately. Please call your local branch office or sales representative to place an order.

**Q – Will there be additional minimum order handling fees or fuel surcharges on replacement product?**

A – No. PSS will waive both the handling fee and fuel surcharge on the replacement product. If you notice that you were incorrectly billed for a fuel surcharge or handling fee, please contact your PSS branch to initiate a credit.