

ASR Hip System Recall Suggested Talking Points for Office Managers at Surgeons' Offices

- Thank you for calling.
- I understand your concern about this recall.
- I'm sure you have questions about your hip surgery, including what type of hip implant you have, and I will gladly answer what questions I can, and, if necessary, schedule an appointment for you to see Dr. XX.

Information about the Recall

- First, let me provide you with some information about the hip implant being recalled:
 - There are many different brands of hip implants available.
 - The ASR Hip is one of many hip implants available from DePuy Orthopaedics. Most ASR hip replacement surgeries have been successful. However, data recently received by DePuy shows that more people than expected who received the ASR Hip System experienced pain and other symptoms that led to a second hip replacement surgery, called a revision surgery.
 - For this reason, DePuy Orthopaedics is voluntarily recalling its ASR Hip Systems, which first became available in July 2003.
 - This recall means additional testing and treatment may be necessary to ensure the hip is functioning well. In some cases, patients may need additional surgery.
 - DePuy intends to cover reasonable and customary costs of testing and treatment, including revision surgery if it is necessary, associated with the ASR recall.

Information about Patient's Specific Implant

- Now, let's discuss your specific hip implant.
 - **[For surgeons' offices who will provide information over the phone:]** I need some personal information from you so I may look up your medical records to determine what type of hip implant you have. Could you give me your full name, date of birth, and social security number **[office managers to insert pertinent information needed for researching medical records]**?

Thank you. I need some time to look your medical records up, so please let me know the best phone number to reach you at later today/tomorrow. Once I have your medical records, then, either the doctor or I will call you back to discuss what hip implant you have and whether or not we need to schedule a follow-up appointment.

- **[For surgeons' offices who do not provide patient information over the phone:]** Due to privacy concerns, I cannot give patient information over the phone. I can tell you that if you had your hip surgery before July 2003, your hip implant is not a part of this recall. If your hip surgery was after July 2003, I can schedule an appointment so you may request your patient information in person.
- **[For surgeons' offices that are sending letters to hip patients about whether or not they are impacted by this recall:]** Dr. XX is sending/has sent a letter to any patient whose hip implant is a part of this recall; if you receive/have received one of those letters, then you will need to schedule a follow-up appointment [office managers to adjust talking point based on how the office is following up with ASR patients and non-ASR patients].

More Information about Recall

- I want to make sure you know where you can find additional information about the recall or speak to someone in person.
- If you have an internet connection, DePuy has a special section of their website with recall information. The address is: www.depuy.com. You'll see a link at the bottom that reads ASR Hip System Recalled.
- There's also an ASR Call Center, where a team of people is ready to answer your questions, and this toll-free number is: 888-627-2677.