At DePuy, meeting the needs of patients is at the center of what we do, and everyone at DePuy is united by the common goal of improving patients’ lives. DePuy puts patients first. If DePuy finds that a product is not meeting its high standards and the needs of patients, we take appropriate action.

In August 2010, DePuy issued a voluntary recall of the ASR Hip System after receiving new information from the UK National Joint Registry as part of the company’s ongoing surveillance of post-market data concerning the ASR Hip System. After reviewing this data, DePuy decided it was in the best interests of patients to voluntarily recall the ASR Hip System.

We understand that the August 2010 ASR Hip System recall is concerning for patients, their family members and surgeons. Since the recall decision was made, DePuy has worked to provide patients and surgeons with the information and support they need.

**WHAT TO DO**

The ASR XL Acetabular Hip System and the DePuy ASR Hip Resurfacing System first became commercially available in Singapore in February 2006. If you had hip surgery in Singapore prior to February 2006, the hip you received is not subject to this recall. If you had hip surgery after February 2006, please contact your orthopaedic surgeon or the hospital where your surgery took place to determine whether you received an ASR Hip.

**Next Steps**

It may take time for the surgeon or hospital to locate this information for you. For privacy reasons, your orthopaedic surgeon or the hospital where your surgery took place may ask you to request this information in person.

If you do not have an ASR Hip:

The hip you received is not subject to this recall. Please speak to your orthopaedic surgeon about any questions you may have about your hip replacement.

If you do have an ASR Hip:

**Contact the DePuy ASR Help Line to initiate a claim with DePuy**

DePuy is committed to working with patients and their health insurers to address medical costs directly associated with the recall. DePuy will also address recall-related patient out-of-pocket expenses, such as lost wages and travel costs. ASR patients should contact the ASR Help Line at 1800 323 3663 to initiate the claims process.

**Schedule an appointment with your surgeon**
If you received the ASR™ XL Acetabular System or DePuy ASR™ Hip Resurfacing System, your surgeon will be able to evaluate how your ASR Hip System is functioning. Additional testing and treatment may be necessary to evaluate your hip implant.

Follow-up Care

It is important that you follow up with your surgeon, even if you are not experiencing symptoms, for evaluation of your hip implant. You should discuss with your surgeon how frequently you should return for an office visit if you are not experiencing symptoms.

In some cases, your surgeon may order additional blood testing or imaging to evaluate your hip. Your surgeon will determine the best care plan for you and discuss treatment solutions should they be needed. If you don’t know who performed your hip replacement surgery, ask your primary care physician or the hospital where the surgery took place.

TESTING

Diagnostic Testing may help your surgeon evaluate your hip and determine future treatment recommendations, if necessary.

What to Expect

Your surgeon may use one or more of several tests to evaluate your ASR Hip System:

X-rays
X-rays will allow your surgeon to evaluate how the ASR Hip System is positioned, if there is any damage to the bone, and/or if the ASR Hip System has remained attached to the bone. If the X-rays show problems with your ASR Hip System, your surgeon may recommend additional testing or surgery to replace your hip implant.

Blood Tests
Your surgeon may order blood testing as part of your ASR Hip System evaluation. Your surgeon may recommend a second blood test to confirm the results of the initial blood test.

MRI or Ultrasound
Your surgeon may want to do an MRI or ultrasound test of your ASR Hip System. Your surgeon may then recommend additional testing or surgery to replace your implant.

TREATMENT

Your surgeon will need to evaluate how your ASR Hip System is functioning and make a decision on the best course of treatment for your specific needs.

If Your ASR Hip Is Functioning Well
If you do not have any symptoms or test results that suggest you may need to have your implant replaced, then you should follow your surgeon’s recommendations for continued follow-up.

If Revision Surgery Is Necessary
If you need to have an additional surgery, your surgeon will select the appropriate implant system for you. The manufacturer and model of any replacement implant system is a choice that you and your doctor are best positioned to make. DePuy is committed to working with patients to address medical costs directly associated with the recall.
PAYING FOR TESTING AND TREATMENT

Your safety and health are important to DePuy, and we are committed to providing ASR patients with the information and support they need for their recall-related medical care.

DePuy has appointed AsiaMedic, an independent healthcare services company in Singapore, to assist your surgeon with tests related to your ASR hip implant. You will not be required to pay for tests related to the evaluation of your ASR hip implant at AsiaMedic.

DePuy is committed to addressing reasonable and customary costs of testing and treatment for reasons related to the recall, including revision surgery if necessary. DePuy will also address recall-related patient out-of-pocket expenses, such as lost wages and travel costs.

DePuy has engaged an independent, third party claims processor, Crawford & Company (“Crawford”), so that you may be reimbursed quickly and efficiently. The reimbursement process offers patients the benefit of highly professional customer support from a specialised claims-processing company. In order to receive reimbursement for eligible costs associated with treatment, you will need to register as a claimant by calling the ASR Help Line 1800 323 3663. When you call the ASR Help Line, you will be instructed on how to submit claims for reimbursement.

A Crawford representative will collect basic patient information and will provide the patient with a claim number. Once the claim is initiated, a Crawford claims adjustor is assigned as a resource for the patient to address any questions and/or concerns regarding the recall. Patients can contact their Crawford representative at any time via the ASR Help Line for additional information or to submit expenses.

It is important to note that patients do not waive the right to pursue legal action by initiating a claim for reimbursement, signing the Patient Consent Form or providing medical information to DePuy.

Reimbursement for Out-of-Pocket Expenses

DePuy will address recall-related patient out-of-pocket expenses, such as lost wages and travel costs. After you have initiated a claim through the ASR Help Line, please submit any requests for reimbursement for out-of-pocket expenses and costs you incur associated with receiving treatment to our third party claims processor, Crawford. Eligible costs for reimbursement may include:

- Medical treatment including testing, treatment, and revision surgery if required
- Travel and hotel expenses related to treatment, if needed
- Lost wages related to missed work associated with treatment

Claims will be evaluated on a case-by-case basis. If eligible, your claim will be processed, and you will be reimbursed as soon as reasonably practicable.

Additional Programme Information

The reimbursement process offers patients the benefit of highly professional customer support from Crawford and Company, a specialised claims-processing company. The
Crawford reimbursement programme uses common, well-established claims processes developed specifically to make it easy for patients and health care providers to initiate claims, submit information and receive reimbursement.

It is important to note that patients do not waive the right to pursue legal action by initiating a claim for reimbursement, signing the Patient Consent Form or providing medical information to DePuy.

**To Submit Claims for Reimbursement and For Additional Questions**
Call the ASR Help Line at 1800 323 3663 to obtain a claim number and to get instructions on how to submit a claim for reimbursement. Please also call the ASR Help Line or visit ASRrecall.DePuy.com/singapore.html with any additional questions you may have.

*Please note: Calls to the ASR Help Line will be free of charge.* Outside of operational hours, there will be an answering service.