



Important Information about your Blood Glucose Monitoring Meter

Dear Patient :

The purpose of this letter is to advise you that Trividia Health is voluntarily recalling all lots of True Metrix, True Metrix Go, True Metrix Air and True Metrix Pro blood glucose monitoring meters.

Your doctor has prescribed one of those meters to you to monitor your blood glucose.

Reason for the Voluntary Recall:

The unit is being recalled due to an issue with the software design for the E-5 error code and the user instructions.

Risk to Health:

If a user does not understand what caused the error, they may not take the right action, which could result in either a delay in treatment or improper treatment.

Symptoms such as dehydration, altered mental status, loss of consciousness, fatigue, excessive urination, thirst, blurry vision, or death may occur, especially for users with very high or very low blood glucose levels.

Actions to be taken by the Customer/User:

If possible, consider transitioning to an alternative method of testing blood glucose; you can continue to use your TRUE METRIX meter. Please contact your OCHS pharmacy at 407-943-8677 or OCHS provider at 407-943-8600 to request a prescription for a new blood glucose meter, lancets, and test strips.

The device is still safe to use, and we are providing the updated E-5 error code for the True Metrix Blood Glucose Meters.



This is an image of the displayed error code that will appear on blood glucose meter.

- **Reason for E-5 error code:** very high blood glucose (higher than 600mg/dL) or test strip error
- **Action to Take:** Retest with a new test strip. If the error persists and you have symptoms (listed above) of high or low blood glucose, seek medical attention immediately. If you are not experiencing symptoms, retest with a new test strip. If the error continues, call 1-800-803-6025, Monday – Friday from 8 am -8 pm EST for assistance.

You may also contact Trividia Health Customer Support Department to be provided with a TRUENESS® Blood Glucose Monitoring System (including meter and test strips) at no charge by

calling toll-free at 1-888-943-2387 Monday – Friday 8. – 8 PM EST (excluding holidays), or by visiting <https://truemetrixmeters.expertinquiry.com> to sign up to be contacted. You will need to provide the serial number of your current True Metrix Meter.

Sincerely,
Tiffany Jordan, PharmD
Pharmacy Director
407-943-8677