

October 2023

Dear Patient,

We recently informed your heart doctor about new software available for your implanted EMBLEM S-ICD. The software fixes a behavior, that self-corrects in a day, where the device could be unable to detect an abnormal heart rhythm if it occurs during that period of time. This behavior has globally occurred three (3) times in 136,000 devices and has not been experienced in Australia. In all three instances the devices have remained in service and no harm to patients has been reported. The software can be updated the next time you go to your doctor's office. At the office, a programmer will communicate with your implanted EMBLEM S-ICD device and will automatically update the software within minutes.

**What should you do?**

- Keep and attend all your scheduled medical and device check-up appointments.
- Talk to your doctor about the best steps for managing your device.

At Boston Scientific, patient safety is our priority and our constant focus. We are committed to working closely with you and your doctor. We recommend that you discuss this letter with your doctor, who knows best how this new information may affect you.

Yours sincerely,



SEAMUS GALLAGHER

Quality Assurance Manager

Boston Scientific Pty Ltd Australia  
and New Zealand

**United States Technical Services**  
1.800.CARDIAC (227.3422)  
tech.services@bsci.com

**International Technical Services**  
+32 2 416 7222  
intltechservice@bsci.com

**Asia Pacific Technical Services**  
+61 2 8063 8299  
aptechservice@bsci.com