

URGENT MEDICAL DEVICE CORRECTION



17 November 2025

GE HealthCare Ref. # 77006

To: Hospital Administrators
Director of IT
Head of Imaging Informatics
Risk Managers

RE: **Patient Medical History Data Persistence Failure in ViewPoint™ 6 versions 6.15.3 and 6.15.4
Ultrasound Software**

Safety Issue

GE HealthCare has become aware that the Patient History tab in ViewPoint 6 versions 6.15.3 and 6.15.4 ultrasound software may not include complete patient medical history information.

If information is not complete and is relied on for medical decision-making, it may result in medication errors, suboptimal treatment plans, or unnecessary interventions.

There have been no injuries reported as a result of this issue.

Actions to be taken by Customer /User

Pending correction by GE HealthCare, you can continue to use your device by following the instructions below.

When creating or opening an exam on ViewPoint 6 version 6.15.3 or ViewPoint 6 version 6.15.4, if using the patient history tab, do not rely on the information. Always confirm that essential patient history data is correct (e.g., Allergies, Medications, Past Medical History, Past Surgical History, Obstetric and Gynecologic History, Infections). Sources of confirmation include the patient, the Electronic Medical Record (EMR), or prior exams, etc.

If you have downloaded ViewPoint 6 version 6.15.3 or ViewPoint 6 version 6.15.4 but have not installed it, please do not proceed with the installation of these versions.

In order to determine the version of ViewPoint 6 you are using, follow the instructions below:

1. Open the *Help* menu.
2. Select *About*.
3. The version is available in the top right part of the window.

Please ensure all potential users in your facility are made aware of this safety notification and the recommended actions.

Please retain this document for your records.

Please complete the *Acknowledgement Form* in GE HealthCare ViewPoint e-distribution portal.

GE HealthCare will correct this issue with a software patch and will notify you by e-mail when the patch is available. You can install the patch yourself or contact GE

HealthCare Service or your local authorized Service Representative to install the patch for you. GE HealthCare will correct all affected products at no cost to you.

**Affected
Product
Details**

- ViewPoint 6 version 6.15.3, (01)00195278753472(10)ViewPoint6.15.3.0
- ViewPoint 6 version 6.15.4, (01)00195278753472(10)ViewPoint6.15.4.0

Intended Use:

ViewPoint 6 is intended to be used in medical practices and in clinical departments and serves the purposes of diagnostic interpretation of images, electronic documentation of examinations in the form of text and images, and generation of medical reports primarily for diagnostic ultrasound. ViewPoint 6 provides the user the ability to include images, drawings, and charts into medical reports. ViewPoint 6 is designed to accept, transfer, display, calculate, store, and process medical images and data, and enables the user to measure and annotate the images. The medical images, which ViewPoint 6 displays to the user, can be used for diagnostic purposes.

ViewPoint 6 is intended for professional use only. ViewPoint 6 is not intended to be used as an automated diagnosis system.

ViewPoint 6 is not intended to operate medical devices in surgery related procedures.

**Product
Correction**

GE HealthCare will correct all affected products at no cost to you.
A GE HealthCare representative will contact you to arrange for the correction.

**Contact
Information**

If you have any questions or concerns regarding this notification, please contact your local GE HealthCare Service or local Representative. Alternatively, you can contact GE HealthCare Service via email at recall.77006@gehealthcare.com.

Please be assured that maintaining a high level of safety and quality is our highest priority. If you have any questions, please contact us per the contact information above.

Sincerely,



Laila Gurney
Chief Quality & Regulatory Officer
GE HealthCare



Scott Kelley
Chief Medical Safety Officer
GE HealthCare

**MEDICAL DEVICE NOTIFICATION ACKNOWLEDGEMENT
RESPONSE REQUIRED**

Please complete this form in GE HealthCare ViewPoint e-distribution portal promptly upon receipt and no later than 30 days from receipt. This will confirm receipt and understanding of the Medical Device Correction Notice.

e-Distribution portal: connect to your portal <https://viewpoint-sw.gehealthcare.com/login> (or using the QR code below) with your Account Site ID and follow the instructions.



Site ID/System ID:

< should be populated with the system ID before sending the physical letters >