

True Metrix Air Blood Glucose Meter Recall Alert

Date of Notice: 04/20/2020

Brief Description of Recall

Trividia Health, Inc. announced a nationwide voluntary recall of True Metrix® Air Blood Glucose Meter distributed to AssuraMed. It has been found that the meter has an incorrect factory-set unit of measure; thus, the glucose results display as mmol/L instead of mg/dL.

If a consumer does not notice the incorrect unit of measure, it is possible that the meter glucose result will be read as a lower blood glucose result than expected, and this may result in the patient's glucose level remaining high, which can lead to serious injury or impairment with risk of death.

Affected Products

Product Name	Serial Number	Lot	Expiration Date
True Metrix® Air Blood Glucose Meter	TA1548753	KW0135	Not applicable

Prescriber Information

Adverse reactions or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax.

- Complete and submit the report [Online](#)
- Regular Mail or Fax: [Download form](#) or call 1- 800-332-1088 to request a reporting form, then complete and return to the address on the pre-addressed form, or submit by fax to 1-800-FDA-0178

Member Information

Members who have or may have the True Metrix® Air meter should do the following:

- Check to confirm if you have the affected True Metrix® Air meter by obtaining the meter serial number (TA1548753) from the serial number label located on the back of the meter, and then visit www.TrividiaHealth.com/air-product-notice or call Trividia Health toll-free at 1-800-518-5726, Monday-Friday, 8AM-8PM EST.
- If you have the affected True Metrix® Air meter, please stop using the meter and call Trividia Health immediately to verify the serial number, and to expedite return and replacement of the affected True Metrix® Air meter at no charge.

This document is designed to be an informational resource to facilitate discussion and should be used neither as a basis for clinical decision-making or treatment nor as a substitute for reading original literature. RxAdvance makes every effort to ensure that the information provided is up-to-date, accurate, and complete, but no guarantee is made to that effect. If this information is provided to clients or vendors, it is subject to any contractual confidentiality provisions. Third-party disclosures are in violation of confidentiality provisions.

- Members may continue to test blood glucose using any other Trividia Health blood glucose meter not included in this voluntary recall while waiting for their replacement meter to arrive. Use only the test strips that are intended for use with your blood glucose meter.

RxAdvance Response

RxAdvance is in the process of contacting members and prescribers to advise them of this recall.

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