




# patient safety **RECALL**

Issued by the Queensland Health Patient Safety Centre

Alert 08\_01

8 September 2008

<b>Subject</b>	<b>Product Recall: Thermoskin Hot/Cold Gel Packs</b>
<b>Item</b>	 <p><b>THERMOSKIN hot/cold gel packs.</b> [small (20cm x 13cm), medium (30cm x 13cm) and large (37cm x 18cm)] Product Codes: 86901, 86902 and 86903. ARTG No. 109477</p>
<b>Specific Incident</b>	United Pacific Industries Pty Ltd, following advice that the above products contain the toxic substance ethylene glycol (rather than the non-toxic ingredient propylene glycol), and after consultation with the Therapeutic Goods Administration, is recalling all THERMOSKIN hot/cold gel packs.
<b>Actions</b>	<p>The District Manager / Clinical CEO must ensure the following actions are carried out by close of business 15 September 2008:</p> <ol style="list-style-type: none"> <li>1. This product recall notification is distributed to all relevant areas within their district.</li> <li>2. Ensure that the products are immediately removed from use and returned to the supplier.</li> <li>3. Report any adverse events associated with this product in PRIME Clinical Incidents.</li> <li>4. Notify the Patient Safety Centre (by returning the attached form) of: <ul style="list-style-type: none"> <li>• The number of products identified in your Health Service District</li> <li>• Any action taken (e.g. products returned to supplier; medical treatment as a result of ingestion).</li> </ul> </li> </ol>
<b>Source</b>	Therapeutic Goods Administration (03/09/2008).
<b>Contacts</b>	United Pacific Industries Pty Ltd, Customer Service 1800 188 019.
<b>Attachments</b>	<ol style="list-style-type: none"> <li>1. Therapeutic Goods Administration Urgent Medical Device Recall.</li> <li>2. Patient Safety Recall Checklist.</li> </ol>
<b>Distribution List</b>	District Managers, Clinical CEO, Executive Directors of Medical Services, Executive Directors of Nursing, Director of Mental Health Branch, Director of Clinical and Statewide Services, Material Managers – Supply Departments, Directors of Pharmacy, Patient Safety Officers.
<b>Alert</b>	“An <b>Alert</b> communicates a serious patient safety risk that requires specific action by an identified person, with feedback process to confirm that the action has been taken.”

### Contact Us:

Patient Safety Centre  
P O Box 152  
RBWH HERSTON QLD  
4029

Email: [psc@health.qld.gov.au](mailto:psc@health.qld.gov.au)  
Telephone: 3636 9723  
Facsimile: 3636 9795  
Website: <http://qheps.health.qld.gov.au/psc/>

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# Attachment 1: Patient Safety Recall Checklist

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Please complete the attached checklist confirming actions identified on Patient Safety Recall Notice Alert 08\_01 have been conducted.

Return the checklist to the Patient Safety Centre:

Email: [psc@health.qld.gov.au](mailto:psc@health.qld.gov.au)

Facsimile: 3636 9795

P.O.Box 152, Herston Road, Qld 4029

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Name of Health Service District

\_\_\_\_\_

The product recall notification has been distributed to relevant areas within the Health Service District

Thermoskin hot/cold gel packs (product codes 86901, 86902 and 86903) have been removed from use

The products have been returned to the supplier.

How many products were returned?

\_\_\_\_\_

Were any patients in the Health Service District harmed as a result of using this product?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Respondents contact details

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Contact details: \_\_\_\_\_

\_\_\_\_\_

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