

Rejuvenate and ABG II Recall Talking Points

Suggested talking points for use by Office Managers and Staff at Surgeons' Offices

- I understand you have concerns about Stryker's modular neck-stem recall.
- I'm sure you have questions regarding your hip replacement, including if you have an implant that has been recalled.
- I will answer what questions I can for you, and, if necessary, schedule a follow-up appointment for you to see Dr. XX.

Information about the Voluntary Recall and Claims Process

- Here is some information about the Stryker hip implants that have been voluntarily recalled.
 - The Rejuvenate and ABG II modular-neck hip stems have been recalled due to potential risks associated with modular-neck stems.
 - The incidence of complications associated with modular-neck stems is extremely low.
 - These risks include the potential for fretting and/or corrosion at or about the modular-neck junction.
 - These risks may result in adverse local tissue reaction manifesting with pain and/or swelling.
 - Because of these potential complications, Stryker Orthopaedics is recommending that surgeons perform a clinical examination and testing on all patients that have received one of these implants.
 - Stryker has partnered with a leading third-party claims administrator to work directly with patients to manage reimbursement of medical costs and address out-of-pocket costs relating to this voluntary recall.
- Broadspire Services Inc. will be working with all patients affected by this voluntary recall to manage your individual claims.
- Patients that have previously submitted claims with Stryker will now work directly with Broadspire. If there is a need to submit a new claim, patients should contact the Stryker Patient Care Line at 1-888-317-0200.
- The Stryker Patient Care Line is available Monday through Saturday, 8am – 9pm, EST.
- Additional information regarding this recall can be found on www.aboutstryker.com/modularneckstems. The Stryker Patient Care Line, 1-888-317-0200, has also been set up for patients that would like to speak to someone regarding this matter.