

# Medical product expiration apology

Subject: Urgent: Expired Medical Product Notification and Immediate Actions

Dear [Healthcare Provider/Patient],

We are writing to inform you of a critical issue regarding [medical product name] with lot number [number] and expiration date [date] that was distributed to your facility/dispensed to you on [date].

Our quality control audit has revealed that this product was distributed after its expiration date, which poses potential safety and efficacy concerns. We are treating this matter with the utmost seriousness and urgency it deserves.

Immediate Actions Required:

- Discontinue use of the affected product immediately
- Secure and segregate any remaining inventory
- Contact our medical affairs team at [emergency number] within 24 hours
- Report any adverse events to [regulatory body] and our pharmacovigilance team

Patient Safety Measures:

- Consult with your healthcare provider immediately if you have used this product
- Monitor for any unusual symptoms or reactions
- Replacement product with extended expiration dating is being expedited

We are conducting a thorough investigation and will provide detailed findings within [timeframe]. All relevant regulatory bodies have been notified, and we are implementing enhanced controls to prevent recurrence.

Your safety is our highest priority. Please do not hesitate to contact our medical affairs team at [number] with any questions or concerns.

Sincerely,

[Name]

[Title]

[Medical Affairs Department]

[Company Name]

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