TALKING POINTS FOR PROVIDERS: Discontinuing use of Recalled Artificial Tears Products

**Situation**

* CDC is investigating an outbreak of extensively drug-resistant infections associated with artificial tears. Visit CDC’s [outbreak website](https://www.cdc.gov/hai/outbreaks/crpa-artificial-tears.html) for more information.
* FDA is warning consumers and clinicians not to purchase and to immediately stop use of EzriCare Artificial Tears or Delsam Pharma’s Artificial Tears due to potential bacterial contamination. Use of contaminated artificial tears increases risk of eye infections that could result in blindness or death.

**CDC and FDA recommendations**

* + Patients who use the brands, **EzriCare** or **Delsam Pharma’s** Artificial Tears products, should immediately stop using them and talk to their doctor about options for other products to use.
	+ The manufacturer has voluntarily recalled these products.
	+ CDC and FDA are advising that patients who have used these products and have any eye infection symptoms should contact their provider/doctor in a timely fashion.
	+ At this time, there is no recommendation for testing of patients who have used this product and who **are not** experiencing any signs or symptoms of infection.
	+ Consumers can Report a Problem to: [Consumer Complaint Coordinators](https://www.fda.gov/safety/report-problem-fda/consumer-complaint-coordinators)
	+ At this time, only the two brands of artificial tears are being recalled. If additional brands are impacted, CDC will update the outbreak web page.

**What Patients Should Know**

* Stop using the EzriCare and Delsam Pharma’s Artificial Tears Products immediately.
* Anyone who has used this product and has any eye infection symptoms should contact their doctor
	+ Eye infection symptoms may include:
* Yellow, green, or clear discharge from the eye
* Eye pain or discomfort
* Redness of the eye or eyelid
* Feeling of something in your eye (foreign body sensation)
* Increased sensitivity to light
* Blurry vision

**Information for healthcare providers**

**For detailed outbreak information please refer inquirer to the CDC webpage:** [Outbreak of Extensively Drug-resistant Pseudomonas aeruginosa Associated with Artificial Tears | HAI | CDC](https://www.cdc.gov/hai/outbreaks/crpa-artificial-tears.html)

**For FDA CDER Alert refer to:**  [FDA warns consumers not to purchase or use EzriCare Artificial Tears due to potential contamination | FDA](https://www.fda.gov/drugs/drug-safety-and-availability/fda-warns-consumers-not-purchase-or-use-ezricare-artificial-tears-due-potential-contamination)

**For CDC HAN refer to:** [Health Alert Network (HAN) - 00485 | Outbreak of Extensively Drug-resistant Pseudomonas aeruginosa Associated with Artificial Tears (cdc.gov)](https://emergency.cdc.gov/han/2023/han00485.asp)

**Providers can Report a Problem to**: [FDA’s MedWatch Adverse Event Reporting](http://www.fda.gov/Safety/MedWatch/default.htm)