*Sample Customizable Patient Notification Letter* – Discontinuing use of Artificial Tears Products

Dear [patient/family member name,]  
We are contacting you because our records indicate you may be using an artificial tears product that has been recalled. The manufacturer of EzriCare Artificial Tears and Delsam Pharma’s Artificial Tears has voluntarily recalled both products.

**If you have any EzriCare or Delsam Pharma’s Artificial Tears products, stop using them immediately.**

There is a possibility these products may be contaminated with bacteria (a kind of germ). We suggest checking to make sure you don’t have either of these brands on hand and discard any remaining bottles.These products have been shown to cause infections in patients.

**If you or anyone in your household have any symptoms of an eye infection, please contact us immediately.**

**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

**What patients should do**

* Stop using the EzriCare Artificial Tears and Delsam Pharma’s Artificial Tears immediately
* Report any eye infection symptoms to your provider
* Contact our office so we can recommend a different artificial tears product to use
* Check your home and belongings for any bottles (open or unopened) of EzriCare and Delsam Pharma’s Artificial Tears products and discard them

If you do not have symptoms of an eye infection, there is no need to be seen by our doctors at this time. More information about this situation can be found on the CDC website or by reading the FDA Alert.

We value the care we provide to our patients, if you have any questions about this product or your risk of infection, please call our office at [phone number]. Thank you for trusting us with your care.

Your Eye Care Team

Links to additional information:

[Outbreak of Extensively Drug-resistant Pseudomonas aeruginosa Associated with Artificial Tears | HAI | CDC](https://www.cdc.gov/hai/outbreaks/crpa-artificial-tears.html) - https://www.cdc.gov/hai/outbreaks/crpa-artificial-tears.html

[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) -https://www.fda.gov/drugs/drug-safety-and-availability/fda-warns-consumers-not-purchase-or-use-ezricare-artificial-tears-due-potential-contamination