10/26/2026

Dear Patient or Caregiver,

We are writing to inform you of a field action issued by Medline regarding removal, discontinuation, and market exit for all **Medline-brand beds, including all accessories**. This is a follow-up to the December 1, 2025, February 11, 2026, and March 13, 2026, and August 28, 2026 notices.

Medline has identified two major safety concerns that prompted this field action: Overheating of the hand control pendant or its wiring, which may create a fire risk, and the use of non-Medline accessories, which may create an entrapment risk.

Potential adverse effects associated with use of the affected products include electrical shock, burns, and entrapment, and could lead to serious injury or death.

Immediate Actions You Should Take

- **Unplug the bed** and any battery packs or batteries connected to the bed or accessories.
- **Do not use the bed's electrical functions.** The patient may keep using the bed with a mattress in manual mode only until the bed is replaced (*Refer to page 20 in Medline's Homecare Bed Instructions for Use for details on Manual Mode)*.
- Make electrical adjustments **only in an emergency** (for example, choking or CPR).
- If the bed is plugged back in for an emergency, **do not use extension cords**.
- If plugged back in for an emergency, make sure the **pendant and power cord are routed and secured**.
- **Do not use any bed accessories, including side rails,** with Medline Brand beds.

Next Steps

- Medline will provide a label with safety instructions to place on the beds. These will be sent to PHS, and we will distribute them to you as soon as we get them. Medline has not yet distributed these labels, but indicates that at the latest, they should arrive to PHS by November 30, 2026.
- PHS will coordinate removal and replacement of recalled Medline beds, mattresses, and accessories. At this time, we do not have the supply to immediately replace all affected hospital beds. We are evaluating our inventory and contacting alternate vendors to determine product options/availability. Once we have secured a replacement option for you, you will be contacted to schedule the exchange.

If any of the above issues are found, please contact Medline by submitting a quality complaint via email address or phone number below:

- Email: QualityAssurance@medline.com; Phone: 1-800-950-0128 option 5

If you have questions or would like a physical copy of this notice, please contact your local branch office.

Sincerely,
Samantha Hoy

National Product Safety Manager
Pediatric Home Service

Medline Brand Beds Field Action Notice

Medline Item List

Medline Homecare Bed Instructions for Use