



<<Date>>

<<First Name>> <<Last Name>>

<< Address line 1>>

<< Address line 2>>

<<City>> <<ST>> << Zip Code>>

### **IMPORTANT RECALL INFORMATION**

Dear <<First Name>> <<Last Name>>,

On December 28, 2020, Sunstar Americas, Inc. (SAI) issued a recall of Paroex® Chlorhexidine Gluconate Oral Rinse USP, 0.12%. **This recall was issued because of a possible bacterial contamination in these products that could be a health hazard or safety risk to plan members using product affected by this recall.**

You may have received a prescription for the following medicine recently through your retail pharmacy:

[Drug Name]

**A list of the affected products is provided at the end of this letter.**

To see if you have affected product, please check the expiration date located next to the lot number. The lot number is located at the bottom of the product label to the right of the QR code on each bottle. If the expiration date is from December 31, 2020 through September 30, 2022, your product is affected by this recall.

If your product does not have an expiration date from December 31, 2020 through September 30, 2022, it is not affected by this recall.

If your product is affected by this recall, please contact the pharmacy that filled your prescription for more information including return instructions.

**SAI advises that patients should stop using recalled Paroex® Chlorhexidine Gluconate Oral Rinse USP, 0.12% immediately. Please call your doctor right away for advice if you may be using affected product or if you do not know if you used affected product.** Your doctor is familiar with your medical history and can suggest the best treatment option for you. If you need a prescription for a different medicine, please contact your doctor.

For more information, call SAI toll-free at 1-800-528-8537, Monday through Friday from 8:00 AM to 5:00 PM (CST). You may also call the United States Food and Drug Administration (FDA) toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit [www.fda.gov](http://www.fda.gov).

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This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Caremark. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.

- This material is available in other languages. Please call our member services department at the toll-free number listed on your benefit ID card. TTY users should call 1-800-863-5488.
- Esta información está disponible en otros idiomas. Por favor llame a nuestro departamento de servicios al cliente al número gratuito que aparece en su tarjeta de identificación. Los usuarios de equipo teleescritor (TTY) deben llamar al 1-800-863-5488.

Sincerely,

CVS Caremark® Medical Affairs

Affected Products and Lot Numbers:

Affected Product	NDC #	Lot #
Paroex® Chlorhexidine Gluconate Oral Rinse USP, 0.12%, 16 fl oz.	52376-0021-02	All lots with expiration date from Dec. 31, 2020 through Sep. 30, 2022
Paroex® Chlorhexidine Gluconate Oral Rinse USP, 0.12%, 4 fl oz.	52376-0021-04	All lots with expiration date from Dec. 31, 2020 through Sep. 30, 2022