



# Complaint Reporting

Use this form to submit information about a complaint related to an SI-BONE product to Quality Affairs.

Contact [QA@si-bone.com](mailto:QA@si-bone.com) if you have any questions.

## Contact Info

Use this to record your attempts to contact and gather information from the customer

**Your name** Alexis Shank

**Customer name** Peter Whang

**How did you learn about this issue? (select all that apply)?** From the HCP or associated staff

**Please provide any relevant details about your communication. Full complaint description will be captured on the following page:**

I was given the information by my RSD, Paul Sosman, that there was a need to possibly take an implant out at a Dr. Whang case. He told me right after Dr. Whang spoke to him.

## Complaint Overview

Enter information about surgery that resulted in a problem with any SI-BONE implant, instrument or accessory (e.g., drill bit, pin).

**Date you first heard of problem with SI-BONE product.** Sunday, September 8, 2024

**Date of original surgery (if revision is being reported) or alleged product failure** Monday, April 3, 2023

**Indicate affected device(s) (choose all that apply)** iFuse-TORQ

**Part number(s) (please list the number of each part involved)(required)**  
10040T

**Lot number(s)**  
9075571

## Product Complaint or Adverse Event?

Decide what type of report you are submitting. Contact [QA@si-bone.com](mailto:QA@si-bone.com) if you have any questions.

**Did the product complaint result in a patient problem?**

YES, potential or actual (Ex: required revision, patient adverse event)

## Product Complaint Without Patient Problem

Use this form to report an SI-BONE product problem that was NOT associated with a patient adverse event.

Examples include:

- Damaged instrument/implant
- Broken/ bent/ cut pin
- Pin advancement but no patient injury
- Packaging issue

If patient injury occurred, go back and click YES to report patient problem.

*(Information should be from SI-BONE staff who attended initial surgery)*

The surgeon completed all steps in the IFU, including:

- Patient setup (table, spine neutral position, prone or supine position)
- Inspection of instruments and implants prior to use
- Proper views (lateral, inlet and outlet) obtained during use of instruments and placement of implants that clearly showed recommended anatomic landmarks
- Appropriate implant starting position
- (If performed) proper use of neuromonitoring guide pin and equipment  
Use of length gauge for implant length selection
- Were standard wound closure techniques used?

## Select Adverse Event Type

**What problem did patient have?**

Continued, recurrent, or new pain

## Implant Malposition Form

Use this form if patient an implant malposition was detected.

*(Information should be from SI-BONE staff who attended initial surgery)*

The surgeon completed all steps in the IFU, including:

- Patient setup (table, spine neutral position, prone or supine position)
- Inspection of instruments and implants prior to use
- Proper views (lateral, inlet and outlet) obtained during use of instruments and placement of implants that clearly showed recommended anatomic landmarks
- Appropriate implant starting position
- (If performed) proper use of neuromonitoring guide pin and equipment  
Use of length gauge for implant length selection
- Were standard wound closure techniques used?

## Continued, recurrent, or new pain

Use this form if pain did not improve, pain improved but then returned, or new onset pain

**Best description of time course of pain recurrence:**

Pain got better but then recurred

**How long did the patient experience pain relief?** 6-12 months

**Were any additional causes of pain discovered during workup?** I don't know

**Describe discovered or suspected other causes of pain**

Dr. Whang thought that the 3rd implant could be the source of pain for the patient so he wanted to remove it and just leave the first 2 implants in. He believed that maybe the location was causing pain. He thought it might look slightly posterior

**If CT was performed, please email scan to QA@si-bone.com. CT results show:** No CT was done

**Additional CT results / details**

NA

**Was initial surgery attended by SI-BONE staff member?** Yes

**Name of SI-BONE staff member attending initial surgery** Paul Sosman

*(Information should be from SI-BONE staff who attended initial surgery)*

The surgeon completed all steps in the IFU, including:

- Patient setup (table, spine neutral position, prone or supine position)
- Inspection of instruments and implants prior to use
- Proper views (lateral, inlet and outlet) obtained during use of instruments and placement of implants that clearly showed recommended anatomic landmarks
- Appropriate implant starting position
- (If performed) proper use of neuromonitoring guide pin and equipment
- Use of length gauge for implant length selection
- Were standard wound closure techniques used?

**See summary of IFU steps. Did surgeon complete all steps as shown above?** Yes, all steps were completed accurately

**Please describe any steps inaccurately performed, or other details of the case**

Everything was done per the IFU and with clear scans with good fluoroscopic views so we could tell where we were in the anatomy

**Did patient have revision surgery as a result of this problem?** I don't know

**Surgical Wound Problem**

Use this form if patient developed postoperative surgical wound problem (infection, dehiscence).

**Other Problem**

Use this section ONLY if the patient problem is **NOT**:

- Implant malposition causing nerve irritation
- Pain did not improve or recurred
- Surgical wound problem

## **Revision Procedure**

Complete this form as thoroughly as possible for a complaint involving a revision surgery.

**You may be contacted for further information if your submission is lacking critical details. We appreciate your thoroughness.**