



December 14, 2020

## Best Practice Communication for BD Pyxis™ Medication and Supply Management Systems

Dear Valued Customer,

BD is committed to providing safe and secure products to our customers given the important benefits they provide to patient health. We wanted to provide this best practice recommendation to ensure that customers are receiving Microsoft Windows updates and security patches for the System on a regular cadence.

The System does not automatically reboot to apply software updates as some other BD devices may be configured. To ensure that the System receives necessary updates and security patches and remains secure and accessible, a monthly, manual reboot is strongly recommended. Failure to perform a monthly reboot to apply System patches and updates can lead to:

- System Stability Issues
- Potential exposure to malware, Distributed Denial of Service (DDoS) attacks, and loss of Protected Health Information (PHI)
- Lack of compliance with applicable regulatory standards (e.g. Health Insurance Portability and Accountability Act (HIPAA))

For additional questions or concerns, please call the BD Technical Support Center at 800.625.6535.

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