



News release

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Canon Medical Systems UK assures 'business continuity' to support hospitals in fight against Coronavirus

Supply chain continuity, remote diagnostics & 7-day support to maintain continued delivery of exceptional service

To reassure and actively support its NHS and independent healthcare customers and stakeholders, Canon Medical has announced that it has created a 'fast response task force' to quickly adapt to a fast changing environment and ensure business continuity in light of the coronavirus (COVID-19) pandemic. This is in full swing to ensure the continued delivery of first class, reliable imaging equipment service to healthcare organisations.

Canon Medical is continuing to maintain a 7-day support network on critical healthcare equipment including CT, X-ray, MRI and ultrasound, with minimal changes. It is working to provide uninterrupted supply chain management for products and spare parts. Brexit contingency stock is already on location in the UK, ready to deploy and maintain equipment to ensure hospital imaging systems are fully operational at this time of additional pressure.

The Canon Medical remote diagnostics service solution 'InnerVision™', is being enhanced for faster response and predicting issues before they become apparent, as well as improving remote fix to relieve the need for engineers to visit hospital sites. These systems enable remote fault diagnosis on all products and even customer training, it also allows applications teams to support clinical questions, aids remote training on all systems and speed up the resolution of equipment issues to prevent patient care interruptions.

Plans to increase access to and deployment of mobile and relocatable Canon Medical CT scanners, diagnostic ultrasound and X-ray are also in preparation. This will help hospitals increase frontline imaging capacities as part of emerging diagnostic pathway planning. Stocks of new products are being built to quickly respond to emergency demand, and personnel are ready to embrace the new challenge.

"Working for the good of all is at the heart of our organisational philosophy. Now, more than ever, it is the time to show a spirit of cooperation and work together to battle the Coronavirus pandemic," states Mark Hitchman, Managing Director at Canon Medical Systems UK. "We are following closely the guidance from the Department of Health, Public Health England and devolved health administrations in Scotland, Wales and Northern Ireland. This will support the global supply chain and put the safety of our staff, our healthcare customers and patients at the forefront of our business operations in this unique time."

Ongoing updates to Canon Medical's COVID-19 statement can be viewed at <https://uk.medical.canon/coronavirus-covid19-supply-chain-impact/>