

**SUBJECT – COVID-19**

24 March 2020

**Dear Spacelabs Cardiology Customer,**

As developments continue to evolve in the global spread of COVID-19, we recognize the extraordinary challenges facing healthcare organizations and the communities they serve. At Spacelabs, we and our distribution partner companies are committed to support you in the care and protection of your patients and staff, and their families. Below you'll find an overview of special actions we are taking to help ensure you have the equipment and support you need during this period.

**Receiving, installing and preparing equipment for use**

Our field support managers and partner companies' engineers will help plan and complete installation of our equipment, including specific protective measures for local and partner staff. Our support teams are ready to help our partners make new equipment available as quickly as possible to maximize their effective use and the safety of patients and all clinical staff. We can provide additional end-user training.

**Ambulatory ECG recording and analysis – remote working**

All hookups naturally require close proximity to the patient, and it is expected that Cardiology departments may delay non-urgent investigations for the initial COVID-19 period. However, there is a continuing level of work to review and manage recordings. Sentinel and Pathfinder can be set up and used remotely from home, but bear in mind that your IT department will currently have capacity issues as well as local policies. We can advise on this through the usual support contact numbers.

**Guidance around disinfection and COVID-19**

Spacelabs provides detailed procedures for cleaning, disinfecting, and sterilization of patient monitoring and diagnostic cardiology devices. These, and specific COVID-19 disinfection information following CDC guidelines, are posted on our website's [Cleaning Instructions](#) page.

**Additional equipment**

We are seeing increased demand for additional deliveries, particularly Resting ECG machines. We are managing the supply chain to increase production volumes and aim to deliver as quickly as possible and to maintain this capability for as long as is necessary. Please place any orders as soon as possible.

**We are here for you**

Spacelabs continues to monitor developments and follow recommendations from relevant national authorities and international bodies, such as the World Health Organization (WHO) and Centers for Disease Control (CDC). As the situation merits additional actions, rest assured we will take them.

If you have any questions, please contact us at [info@spacelabshealthcare.com](mailto:info@spacelabshealthcare.com), customer service US-800-522-7025, or your local distribution partner for each country on [spacelabshealthcare.com](http://spacelabshealthcare.com).

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