

PHILIPS

March 25, 2020

We are certainly living in an extraordinary time with the COVID-19 pandemic affecting every aspect of our lives. We at Philips appreciate the challenges you and your teams are facing, and remain committed to supporting you every step of the way.

As a trusted leader in respiratory care and patient monitoring, Philips is diligently working to help inform and empower all those impacted by COVID-19. **Within the next eight weeks, we will double the production of hospital ventilators and aim for a four-fold increase by the third quarter of 2020.** For additional information about the increase in production of critical health technology products, I invite you to read our most [recent press release](#).

Philips has set up global and regional task forces that are actively monitoring and supporting Philips' operations on a daily basis, and working with all of you, our valued customers, to help ensure continued safe and timely support. Here are some of the other ways we can support you and your teams on the frontlines of this pandemic:

- We have implemented stringent measures and protocols to ensure that our field service engineers can continue to support you in a safe way
- We are working closely with our suppliers and have taken steps to increase the supply of all products in our respiratory portfolio
- We are proactively assessing our patient monitoring equipment to re-deploy to critical areas along with medical consumables that are vital in a complex environment
- We received FDA clearance to begin producing hand sanitizer at our Discus OHC site to help respond to the shortage in hospitals and homes
- Our consultants are available to assist you. They bring decades of experience in clinical process optimization, patient flow, technology advisory, system integration and overall care delivery

Additionally, Hospitals and Health Systems worldwide currently monitor millions of patients across the world using Philips eICU. In the U.S. alone, 50 Philips eICU hubs monitor about 1M patients each year in more than 550 hospitals. We are currently mobilizing our telehealth teams to provide rapid response for hospitals to centrally monitor and manage patients in the intensive care unit, as well as connecting caregivers and patients at home.

As the situation continues to rapidly evolve, I can only imagine the volume of outreach you are getting. I invite you to stay engaged directly through your Philips Account Executive and Account Manager. Our front line teams are there for you; please let them know what you need and we will work to help you.

We have also set up a dedicated online COVID-19 reference center that can be accessed directly from our [website](#).

Our mission to improve lives is more relevant now than ever before. As we collaborate with our customers, health authorities, government agencies and associations around the world, we remain committed to the services and solutions that are so vital in supporting patients everywhere. I am grateful for your continued trust and partnership during these challenging times. Know that our priority is to help address the preparation, response and recovery needs of this pandemic. Together we can make a meaningful impact.

Vitor Rocha



Chief Market Leader - Philips North America