



MINISTRY OF HEALTH

CLINICAL CARE & DIAGNOSTIC SERVICES

The Roles & Current Status of Local Agents from the User's Perspective.

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Local Agent

Who is a Medical Equip. local Agent?

Is a company or individual that represents a manufacturer or supplier of medical devices within a specific country or region.

Their **role** is to facilitate the import, distribution, sales, and servicing of medical equipment in compliance with local regulations.



ROLES OF LOCAL AGENT

- **Distributor & Supplier:** Providing medical devices to healthcare institutions.
- **Technical Support & Maintenance:** Ensuring functionality and uptime.
- **Training & Education:** Helping users operate equipment effectively.
- **Regulatory Compliance:** Assisting with approvals and certifications.

Local Agents In Zambia

SN	LOCAL AGENT,	COMPANY REPRESENTED	EQUIPMENT
1.	EML	Semens, Germany	Imaging, CT scans, Ultra sound
2.	Sonergy	Horiba, Japan	Laboratory (Chemistry and Heamatology Analyzers)
3.	Virage	Fuji, Japan	Imaging
4.	Healthcare Engineering	Biometric cables, India	Oxygen sensors, Electro-surgical accessories, patient circuits, and replaceable ultra sould probes.
5.	Rosell Diagnostics	MERCK Life Science	Laboratory
6.	Biogenix Limited	AS Serology	Laboratory
7.	Sterelin	Abbvie, USA/ Europe	Sevoflourine vaporizers. Available in 27 hospitals
8.	Zamabone General Dealers	perlove	X-Ray, Ultra sound machines
9.	Trajan Medical Engineering	Rix Industries, USA	Medical Oxygen boosters
10.	Augustus Medicals	Fresenius, South Africa	Dialysis machines



Importance To Healthcare Users

- **Reliable Equipment Supply:** Essential for patient care.
- **After-Sales Support:** Regular maintenance and quick repairs.
- **Technical Training:** Helps reduce user errors and improve efficiency.
- **Customization & Consultation:** Recommending the best solutions for healthcare facilities.



Current Status -Strengths

- **Availability of Equipment:** Access to a wide range of devices.
- **Improved Local Support:** Faster response times.
- **Partnerships with Manufacturers:** Ensures authenticity and warranty support.
- **Regulatory Compliance Assistance:** Simplifies licensing and legal processes.



Current Status – Challenges faced by Users

- **High Costs & Pricing Issues:** Mark-ups increase the financial burden.
- **Delayed Service & Spare Parts Availability:** Prolonged downtime affects patient care.
- **Limited Technical Expertise:** Inconsistent training and support.
- **Regulatory & Compliance Delays:** Bureaucratic hurdles slow down equipment procurement.
- **Lack of Transparency:** Hidden costs, unclear warranty terms



User Expectations From Local Agents

- **Faster Service & Response Time** – Immediate technical support.
- **Competitive & Transparent Pricing** – Fair pricing models.
- **Access to Spare Parts** – Readily available replacements.
- **Enhanced Training Programs** – Hands-on sessions for medical staff.
- **Improved Communication & Customer Service** – Better follow-ups and proactive engagement.



Strengths of Japanese Equipment

1. High-Quality Manufacturing Standards

- **Strict Quality Control:** Manufacturers follow rigorous quality assurance protocols, ensuring durable, long-lasting equipment.
- **Compliance with International Standards:** Devices often meet or exceed global safety and performance standards (ISO, CE, FDA).
- **Precision and Reliability:** Companies are known for producing highly precise and reliable medical devices, crucial for diagnostics and surgical procedures.



Strengths of Japanese Equipment

2. High Standards of Quality & Precision

- Emphasis on meticulous craftsmanship
- Strict quality control processes
- Longevity and durability of equipment

3. Focus on Patient Safety & Comfort

- Reduced risks in procedures
 - User-friendly interfaces for healthcare professionals
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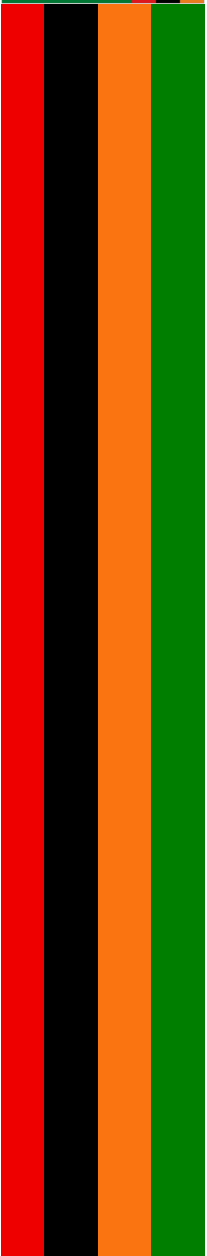
Japanese Equipment Installed in Zambia

- Shimadzu – X-Ray machines
- Topcorn –Ophthalmology equipment
- Udono –Sterilising equipment
- Sysmex – Laboratory equipment
- Sakura – Sterilizing equipment (Autoclave)
- Toshiba – CT / Cathylab
- Acoma – Anaesthesia
- Olympus - Colonoscopes
- Fuji- Imaging Equipment
- Nihon Kohden-Patient Monitors



User Expectation From Japanese Manufacturers

- Efficient supply of spare parts
- Equipment costing to be fair
- Manufacturers to enter into lease contracts with specific hospitals.
- Training of trainers
- Manufacturers to regulate the cost of spares



THANK YOU