

15/05/2017

Dear Customer,

Please find herewith Toshiba Medical's statement as to the vulnerability of its equipment to the ransomware cyber-attack.

Toshiba Medical has, for many years, applied a policy of protection that mitigates the requirement to apply regular updates and software patches, due mainly to the highly regulative nature required within our industry. Medical devices must comply with strict regulations and any changes must be strictly controlled in terms of continued safety of the device and suitability for continued service, clinical use and patient safety. This includes the installation of software patches to the Operating Systems used.

Nevertheless, for fixed installations such as CT, MRI and X-ray, Toshiba Medical have taken additional measures. These are outlined below:

I. For CT, MRI and X-ray the position is the same for each modality:

Toshiba Medical's standard installation for these modalities always includes a firewall, which segregates the equipment's LAN from the general hospital's network. Thus only specific traffic on specified ports and protocols can pass through. As of today this approach has proved effective as no Toshiba Medical CT, MRI or X-Ray systems with a firewall installed have been reported to be affected by the attack.

II. For Ultrasound Systems:

Toshiba Medical operate a Whitelisting software. This uses the opposite methodology from blacklisting as it only allows items that are explicitly allowed by the system administrators. Given that, the risk of being affected stands or falls with the security of the Trust's IT systems. Only if the network is clean our systems can be used safely.

Ultrasound systems that operate without a network connection are obviously not affected at all.

III. For Vital Solutions:

Toshiba Medical encourage the Trust to deploy their preferred anti-virus solution on all Vitrea platforms. Operating System updates should also be centrally managed by Trust IT in line with normal Trust policies for workstation and server solutions. Administrator rights are provided to the Trust at system installation, and should Trust administrators require these login credentials then please contact our service hotline for further information.

In summary, if your network is up-to-date, virus-free and clean, Toshiba Medical do not anticipate any issues with our equipment.

We would like to assure all our customers that Toshiba Medical is constantly reviewing our position and working closely with all our customers to ensure a virus free environment.

TOSHIBA MEDICAL SYSTEMS

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