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McArthur Medical Sales – is Distributing, Developing and Manufacturing New Respiratory Medical Devices for Hospitals, Clinics, Pharmacies and Private Practice Doctors across Canada and The US



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CEOCFO: *Mr. McArthur, McArthur Medical Sales, Inc has a long history. What is your focus today?*

Mr. McArthur: Currently, we are developing and manufacturing new respiratory medical devices right here in Canada. Our new innovative medical devices are being sold in Canada and the USA and we are looking to expand to other global markets. We also continue to grow our strong distribution business of medical supplies throughout Canada.

CEOCFO: *How does the business break up between distribution and development?*

Mr. McArthur: Historically, it has been a 100% distribution. Over the last 5 or 6 years, we started developing our own products and bringing them to market, and it is slowly growing.

CEOCFO: *Why the decision to move in that direction?*

Mr. McArthur: We saw a clinical and patient need for some of the products that we have developed. Our product development manager is a respiratory therapist that noticed gaps in optimal patient care, and saw a need for a product(s) to be developed to fill that need. As a company, we felt that moving into manufacturing would strengthen our position in the market and allow us to grow globally.

CEOCFO: *Would you tell us about the range of respiratory products you carry that are available in general? What is that industry like?*

Mr. McArthur: The respiratory market is a strong market, with high demand, especially over the last few years with Covid. We are fortunate that we distribute high quality respiratory medical devices across the whole range from screening/testing devices, to ventilators that keep people alive. Our breadth of products are there to help clinicians diagnose and treat patients, whether it is a simple test that is done in the doctor's office, or for a patient that is in the ICU and requires ventilation.

CEOCFO: *When a hospital, a doctor, an organization is looking at respiratory products, what might be some of the differences they consider?*

Mr. McArthur: It depends on the needs of the healthcare market. Fit, quality, ease of use, cost, benefit to the patient, and benefit to the healthcare worker and team, would all be important considerations in device selection. Our clinical sales team, and customer service team, provide very valuable service and support to our customers.

CEOCFO: *What is your geographic reach today? Who is using your products? Is it strictly Canada?*

Mr. McArthur: McArthur Medical Sales is a medical device distributor in Canada only. We sell products to all levels of healthcare in Canada including hospitals, clinics, pharmacies, doctors' private practices, etc. Our manufactured devices are sold in Canada and the USA, and we are looking to expand to other global markets.

CEOCFO: *How do you get a foot in the door, or do people in the industry know McArthur Medical today?*

Mr. McArthur: We have a good reputation in the market, especially as a respiratory product distributor. Oftentimes, people reach out to us through current or past relationships, products that we have sold before, recommendations from the healthcare community. We have one of the largest clinical sales team in Canada, and our expert team leverage relationships, provide great service, and foster new relationships from meeting people at tradeshow, or just calling and making appointments to show our products.

"The future is exciting! We have some great products in our distribution network that are continuing to grow. We are always looking to add new products, as well, we are going to be growing the products that we manufacture." Kyle McArthur

CEOCFO: *Would you tell us about your customer service? Did McArthur Medical always recognize the importance of treating the customer appropriately? Do you find that that is missing in many companies today?*

Mr. McArthur: Absolutely! That is one of most important focuses for McArthur Medical. We have a dedicated bilingual customer service team. Servicing the customer seems to be the key to repeat business. If someone were to call anytime during our business hours, they are going to get a live person answering the phone and answering their question(s). We try to go above and beyond to satisfy the customer and help in any way that we can.

CEOCFO: *Is manufacturing in Canada important to your customers? Do they recognize that?*

Mr. McArthur: We want to believe that it is. We are very proud to be Canadian and to be able to manufacture 100% of our products right here in Canada. We are proud to be supporting the Canadian economy and working with other businesses in Canada. Manufacturing in Canada has other important implications that customer may or may not know, which has never been more obvious than with the recent pandemic, and that is product availability and limited shipping delays.

CEOCFO: *Do you need to maintain a large inventory?*

Mr. McArthur: We do keep a large inventory based on the supply and demand needs of our customers. We do everything we can to keep enough stock to prevent backorders or any long wait times for products.

CEOCFO: *What about new materials, new equipment, new technology? Does it change much, or is it more tried and true in the products that you manufacture?*

Mr. McArthur: Technology is always changing. When looking for a new product to distribute, we will often look for something that is cutting edge, and that fits in with today's technological world, while still providing the result that the customer is looking for.

CEOCFO: *About how often might you add a new product, other than one you have developed yourself? About how often might you retire a product? Might it just depend on what you come across and what is available?*

Mr. McArthur: On average we add about two to three new manufacturers a year. As far as development, we started with three different products, and we are looking into developing a new one in the upcoming year.

CEOCFO: *How have you been affected by some of the labor shortages that everyone is facing today? Is it difficult to find, not only personnel in general, but people that understand the approach at McArthur Medical, the caring about the customer, the caring about the products?*

Mr. McArthur: Our reputation speaks for itself with our high staff retention. We rarely have positions that need filled and when we do it's usually due to growing and adding positions. I think that many people in the industry sales side have heard of us, and recruiting clinical sales specialists is not difficult. When it comes to general laborers, that can be more difficult as it is across mostly every market in Canada.

CEOCFO: *How is business?*

Mr. McArthur: Business has been great. We have been growing every year, with the most growth over the last five to ten years.

CEOCFO: *How are you able to handle the growth? Are there challenges, or it is just easy to accommodate?*

Mr. McArthur: Certainly, there are challenges. Each new manufacturer that we take on in our distribution business has a slightly different set of rules that we need to follow, and we try our best to work with them, to fit it into the way that we conduct ourselves here, and the way that it is done in the Canadian market, with their different set of regulations.

CEOCFO: *Are the regulations country wide, or do the different provinces have some of their own considerations that you need to look at?*

Mr. McArthur: For the most part, it is country wide.

CEOCFO: *How do you decide what products to work with as a distributor and now as a manufacturer?*

Mr. McArthur: First of all, we need to look at the need for the healthcare system. If it is something that is required, then we are definitely interested. From there, we would look at the business proposition of it, and the affordability of being able to market this product and making it successful in Canada.

CEOCFO: *What does the next year or so look like for McArthur Medical Sales Inc?*

Mr. McArthur: The future is exciting! We have some great products in our distribution network that are continuing to grow. We are always looking to add new products, as well, we are going to be growing the products that we manufacture.

CEOCFO: *As far as the products that you manufacture, do you find that people like to work on new ideas, that is not only good for the business, but is rewarding for your people, and for yourself as well, to come out with something that really fits a need?*

Mr. McArthur: Absolutely! Just hearing the positive feedback, and "where has this been" and "we could really use this," it is certainly beneficial to our development team! It also gives our sales team another product to sell, which they all believe in.

CEOCFO: *Why choose McArthur Medical Sales, Inc?*

Mr. McArthur: McArthur Medical is a family owned, Canadian medical device distributor and manufacturer. We really think that customer service is the key to our success. We are smaller than some of the other companies in the market, but that allows us to be more flexible, and service the needs of the customer quickly and easily.