



## CASE STUDY

# Surgery Center Finds Financial Security Amid COVID-19 with Nixon Medical's Flexible Approach

### Situation

A New York-based surgical center that specializes in same-day procedures was looking to change its medical apparel and linen provider during the beginning months of COVID-19. The center's management team had just changed, so the new Office Manager reached out to an affiliate center to see who they were using. The affiliate center recommended Nixon Medical, explaining how they reduced inventory levels during the shutdowns without a problem. This caught the attention of the Office Manager, as her existing vendor held the center responsible to 80% inventory minimums despite being shut down.

### Solution

Nixon Medical partnered with the surgical center, plus two of the affiliate locations, providing financial security and peace-of-mind that in the event of another shutdown due to local, state, or federal regulations, the center(s) would not be charged for its unused medical apparel and linens. Nixon Medical was also able to keep costs down, limit disruption, and increase safety and productivity by providing pickup, delivery, and stocking services twice per week instead of three times like the previous vendor.

### Results

Nixon Medical's flexible approach during an unpredictable time in our country's history made this surgery center comfortable and confident in their decision. In addition to no-minimums and efficient service, we also demonstrated rapid responsiveness by working to accommodate an overnight shipment for scrubs and surgical gowns prior to the center becoming a client—an early example of our industry-recognized service difference.

- Financial security
- Efficient service
- Limited disruption
- Increased safety
- Enhanced productivity
- Rapid responsiveness

# What Makes Us Different?

## **NO MINIMUMS REQUIRED. EVER.**

We realize patient volumes fluctuate and offer no-minimum agreements to help you manage costs.

## **EXPERT INVENTORY MANAGEMENT**

We alleviate issues like scrub loss and arduous inventory management through advanced tools.

## **FREE SAME-DAY SPECIAL DELIVERIES**

We know unexpected needs arise and accommodate your special deliveries for no added costs.

## **ACCESS TO ROUTE SERVICE REPRESENTATIVE**

We give you easy personalized, anytime access to your dedicated Route Service Representative.

**Get in touch with Nixon Medical for a free assessment today!**

## **About Nixon Medical**

Nixon Medical is a leading service provider of medical linens and apparel serving outpatient healthcare centers nationwide. We provide trusted medical apparel and linen rental services, HLAC-accredited laundering services, expert inventory management, and custom, reliable service.

**[For more information, visit nixonmedical.com.](https://www.nixonmedical.com)**