

The Nixon Medical Service Difference™

Nixon Medical's dedication to excellence has earned the trust of 10,000 outpatient centers nationwide. Beyond a vendor, we're collaborative partners in creating safe, compliant, and efficient environments that enhance patient satisfaction. This commitment is known as the Nixon Medical Service Difference™.



Anytime Access to Route Service Representatives

We provide a direct line to your dedicated Route Service Representative. We're just a phone call away if you ever have an unexpected request or need to make changes.



Free Same-Day Deliveries for Unexpected Needs

Sometimes, your healthcare facility may encounter unexpected demands. We offer free same-day special deliveries to ensure you're always prepared for any situation.



High-Touch, Multi-Tiered Service Teams

Our multi-tiered service teams are committed to delivering personalized, high-quality service. Your RSR is supported by our service team, customer service team, and leadership team, who are actively engaged in your support.



Easy Payment Solutions

Our flexible payment solutions simplify the billing process. Xpress Pay is our secure bill payment feature located directly within your customer portal that centralizes your payments, saves time, reduces paper usage, and allows for same-day payments.



Inventory Par Levels with No-Minimums

We understand that every healthcare facility is unique. We work with you to create tailored agreements with no minimum commitments on inventory par levels for added flexibility as we recognize that patient volumes fluctuate.



Predictable, No-Surprise Billing

Transparency and predictability are core to our billing philosophy. Using a standardized, percentage-based approach, our proactive Loss-Damage Protection program shields you from unexpected costs for lost or damaged apparel and garments.



Three Points of Service Review

Experience continuous improvement through our Three Points of Service Review, offering transparency and clarity during every regularly scheduled visit. At each visit, your RSR will tell you what they did, what they're doing next, and ask if there's anything more you need.



HLAC-Accredited Outpatient Specialists

Our commitment to quality includes HLAC Accreditation, ensuring our facilities, trucks, and laundering techniques meet OSHA, CDC, and HLAC standards, reducing cross-contamination risks from soiled and hazardous medical linens.



Safe, Contact-Free Service Approach

Prioritizing safety, our contact-free service approach includes RSRs entering through side or back entrances, heat-sealed packaging to maintain garment sanitation, and more to protect your staff and patients in today's environment.

