



CASE STUDY

Two Outpatient Centers Find Savings Through Nixon Medical's Flexible Approach

| CUSTOMER #1: Long-Term Customer | CUSTOMER #2: New Customer |
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| <p>Stay-at-home orders that escalated at the start of COVID-19 caused a suspension of elective medical procedures and reduced patient counts.</p> | <p>Stay-at-home orders also impacted a group practice with 30+ centers across Long Island, NY.</p> |
| <p>With patient counts declining, a large medical group that has been a customer of Nixon Medical for a long time, needed to reduce costs and on-hand inventory immediately.</p> | <p>This group practice needed to reduce inventory to align with their reduction in patient volumes. They communicated the need to their existing apparel and linen supplier; however, responsiveness and flexibility were not provided.</p> |
| <p>By the last week in March, on-hand inventory and weekly costs were reduced by 50% at all sites. In April, as the situation evolved, further reductions were made to support their needs.</p> | <p>At a critical moment, the group practice faced not only a lack of communication and responsiveness from their vendor, but a web of obstacles in the medical linen agreement that was in place. Even with a significant reduction in patient volumes, the group practice was still held accountable to contract minimums.</p> |
| <p>Nixon Medical's dedicated account management thoroughly listened and understood the concerns. Through expert inventory management and a no-minimums-required agreement, we were able to meet their critical needs.</p> | <p>Through conversations with the account management team at Nixon Medical, the group practice decided they needed a partner who would stand behind their commitment to expert inventory management.</p> |
| <p>By June 2020, the medical group's inventory is back up to 80% of pre-COVID-19 inventory levels.</p> | <p>Nixon Medical is now serving the apparel and linen needs for the group practice on Long Island.</p> |

Why Did We Satisfy the Needs of These Two Outpatient Centers?

Nixon Medical understands that practice and patient volumes fluctuate, and therefore, provides customers with the flexibility and support needed to manage costs. As a result, our contracts do not have any minimum billing terms. We have always lived by our core values, including Do the Right Thing, and now more than ever our healthcare communities need a partner that communicates well and delivers on commitments.

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.

**Is your practice frustrated by inflexible service agreements and minimums?
Get in touch with Nixon Medical 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.](http://nixonmedical.com)