

NIXON MEDICAL'S LOSS-DAMAGE PROTECTION PROGRAM

Product Loss & Damage Happens. Surprise Charges Shouldn't.

Nixon Medical's Loss-Damage Protection (LDP) Program shields you from unexpected charges for lost or damaged apparel and garments by proactively covering the costs with a standard percentage-based approach.

Helping You Plan for the Predictable

During the regular course of use, medical garments and linens are subject to bodily fluids, oils, creams, and everyday wear-and-tear that eventually leads to an irreparable or discarded textile. Rather than being penalized or hit with unexpected replacement fees every month, LDP helps you plan ahead.

Benefiting You and Your Patient Experience

Managing a busy outpatient practice isn't easy, and surprise charges shouldn't be something you deal with. LDP supplements Nixon Medical's industry-leading service difference with:



**More predictable
cost management
and budgeting**



**Automated and
hassle-free product
replacements**



**Improved product
conditions and
patient experience**

The Bottom Line? Ensuring you and your patients are taken care of is our top priority—and LDP is just one more way we can provide the products you need with the service, costs, and care you deserve.



All About Service™ Since 1967

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NIXON
MEDICAL
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FREQUENTLY ASKED QUESTIONS

What is the purpose of LDP?

LDP allows us to replace lost or damaged items without unexpected charges. It will enable you to better plan and budget supply costs based on known charges remaining constant. You also avoid distractions associated with lost and damaged products, such as surprise charges, inspecting products, disciplining personnel, seeking reimbursement, etc.

Do I have to pay for replacement products with LDP?

No. The purpose of LDP is to free you from paying replacement prices.

What does LDP cover?

LDP covers standard and non-standard garments and flats. Garments include scrubs and lab coats. Flats may consist of linen such as sheets, pillowcases, blankets, and towels.

How is the LDP charge determined?

LDP uses a percentage-based approach based on the product you rent. For existing customers, the percentage is based on historical replacement/replenishment data.

Is this an additional charge I'm paying for?

No, it's not an additional charge. Instead, LDP allows you to pay a smaller amount each week instead of paying the full cost for flats and garments when they are recognized to be lost or damaged.



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