



Your Choice, Our Commitment:

# INSIDE OUR PROVEN CUSTOMER EXPERIENCE

## Meet Nixon Medical, your choice for medical apparel and linens.

In this infographic, we'll walk you through the journey that sets us apart, revealing the six phases of our customer experience and the ten ways we ensure satisfaction. Step into our world and discover why we're your trusted partner in success.

### What Makes Us the Customer's Choice?

With gratitude, we've earned the title "Customer's Choice" through a 2023 Net Promoter Score® study. Potential customers rated their experiences with Nixon Medical and other medical apparel and linens vendors. For the seventh consecutive year, we achieved the highest satisfaction score—an honor we dedicate to our most valuable stakeholders: our customers.

#### Nixon Medical vs. Similar Vendors

Nixon Medical

75

The Other Guys

48

#### Where We Surpass Industry Standards

- On-time deliveries
- Inventory management
- Communication
- Cleaning (laundrying)
- Ironed linens

## JOURNEY THROUGH OUR CUSTOMER EXPERIENCE

### Personalized Partnerships and Tailored Agreements

#### High-Touch, Multi-Tiered Service Teams

Dedicated multi-tiered teams provide personalized support, including your Route Service Representative (RSR), customer service, and leadership.

#### Inventory Par Levels with No-Minimums

Your agreement is tailored to your needs with minimum commitments on inventory par levels for added flexibility as we recognize that patient volumes fluctuate.



### HLAC-Accredited Facilities, Trucks, and Techniques

#### HLAC-Accredited Outpatient Specialists

Our facilities are HLAC Accredited, ensuring compliance with OSHA and CDC standards to reduce the risk of cross-contamination from hazardous medical linens.



### Highly Communicative and Convenient Service

#### Anytime Access to Route Service Representatives

You'll have a direct line to your RSR, who knows you and your facility's needs inside and out. Prompt and professional, you can always reach and rely on your representative.

#### Free Same-Day Deliveries for Unexpected Needs

For unexpected demands, your RSR makes same-day special deliveries at no extra cost, ensuring you're always prepared for the day ahead.



### Advanced Inventory Management with Safety Measures

#### Expert Inventory Management

We employ intelligent barcode scanning and par-level reviews to guarantee efficient garment tracking, optimal inventory levels, and cost control.

#### Safe, Contact-Free Service Approach

Prioritizing safety, our contact-free service includes side or back entrances and heat-sealed packaging for garment sanitation.



### Steadfast Commitment to Continuous Improvement

#### Three Points of Service Review

You'll experience continuous improvement through our Three Points of Service Review, providing clarity and the opportunity for feedback during every scheduled visit.

- ✓ What we did today
- ✓ What we're doing next
- ✓ What more we can do



### Thoughtful Billing Solutions for Operational Efficiency

#### Predictable, No-Surprise Billing

To keep billing transparent and predictable, we offer a proactive Loss-Damage Protection program that shields you from unexpected costs for lost or damaged apparel and garments.

#### Easy Payment Solutions

Our secure bill payment feature is within your customer portal, centralizing payments, saving time, reducing paper usage, and allowing for same-day payments.



## YOUR PARTNER IN OUTPATIENT SUCCESS

Our customer experience has earned the trust of over 10,000 outpatient centers nationwide. We're more than a vendor; we're partners in creating outpatient environments that prioritize:

1

Safety & Compliance

2

Operational Efficiency

3

Patient Satisfaction

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