

## CASE STUDY

In 2005, a medical device company received FDA approval for a novel home medical treatment that made it much easier for patients to administer their own therapy in the privacy and comfort of their homes. Over the next seven years, this new technology drove an increase in the patient population from just fewer than 2,000 to more than 6,000. The company faced the challenge of finding a caring and reliable logistics provider that could scale with this growth and ensure fast replacement equipment for thousands of patients across the country.

### The Challenge

A medical device company developed a new home medical treatment machine that made it much easier for patients to administer their own therapy in the comfort and privacy of their own homes. With more than 6,000 patients all over the country, the company needed a single medical logistics provider to help manage equipment inventory and quickly deliver regularly scheduled machine upgrades a month and emergency supply replenishments and machine replacement with Next Flight Out capabilities.

Because of the critical need to maintain ongoing therapy, supplies need to be replenished and equipment replaced at a moment's notice, anywhere in the country, in a matter of hours. Patients can't wait until the next day to continue their therapy. This company needed a delivery provider that could offer fast delivery with the utmost care.

### Our Solution



With a large, extensive nationwide network, inventory was established at four central forward stocking locations in same day proximity to service partners. When emergency replacement calls were received, a device was located and shipped Next Flight Out to the nearest service partner to personally deliver the new device as quickly as possible. National Logistics Group's specially trained delivery partners handled shipments properly, tendered and received machines from the airlines, and delivered devices to the room of the patient's choice.

### Solutions at a Glance

- Third party logistics solutions include a local, regional and national delivery network
- Transportation capabilities include Next Flight Out and charters
- Full compliance for Transportation Security Administration (TSA) screening and security for all airport-related handling
- Real-time shipment tracking and notifications, include proof of deliveries (PODs)

With more than 300 forward stocking locations nationwide, inventory could be established within same day delivery reach of their patients.

*Continued on next page*



# Our Solution

National Logistics Group provided the peace of mind and security that both the client and their patients needed. All drivers undergo security training, a detailed background and criminal check, wear photo ID Badges, and complete sensitivity training to ensure compassion and attention to detail. Deliveries were completed to the patient's room of choice, and supply stock was rotated to ensure that the oldest was used first.

With each delivery, National Logistics provided 24/7 customer support for patients to guarantee a mistake free process and full customer satisfaction. Technical support was accessible to take any emergency calls and deliver replacement parts as fast as possible.

## Solutions at a Glance

- **Pre-delivery alerts:** driver calls recipients with their name and arrival time when 30 minutes away
- Delivery to room of choice with stock rotation
- Post-delivery calls by National Logistics Group's customer service to ensure patient satisfaction

If a patient's machine failed, it could be replaced within a matter of hours.

LEARN MORE AT  
[www.nlglogistics.com](http://www.nlglogistics.com)

# THE RESULTS

National Logistics Group responded to the company's medical logistics needs in the time critical manner demanded by providing Next Flight Out service. Patients received their machine replacements and critical replenishment supplies on time with urgency and compassion and recognized our partners as personal and caring people, not just another delivery company. The company saved time, effort and the direct expense of setting up their own infrastructure. National Logistics Group created a customized logistics strategy with sensitivity and a patient satisfaction rate of 99.8%.

