



WATERLOO HEALTHCARE

Better Carts for Better Outcomes

CLIENT SUCCESS STORY



VA



U.S. Department
of Veterans Affairs

BACKGROUND

Daniel Finch is the Inventory Management Specialist at the Lexington VA Medical Center, a fully accredited, two-division tertiary care facility that has been serving veterans since 1931. The VA Medical Center, located in Lexington, Kentucky, features 199 hospital beds across its two campuses, requiring an incredibly expansive organizational structure, as the medical center serves approximately 83,000 veterans in central and eastern Kentucky. An average year includes more than 1,800 employees handling over 400,000 outpatient visits. Still, as one of the busiest healthcare facilities in the VA MidSouth Healthcare Network, the Lexington VA offers an expansive array of services, including acute medical care, surgical services, mental health treatment, emergency care, and specialized programs for PTSD and traumatic brain injuries.

It was clear that Daniel needed to find a solution that could handle new orders quickly. The demands on the busy center mean quick actions make a big difference. After years of working with multiple companies, Daniel stayed on the hunt for a medical cart provider with quality products and excellent service, and one that could keep up with the VA's growing demand. After conducting internal research, several of Daniel's co-workers recommended Waterloo Healthcare.

CHALLENGE

Daniel had spent years trying to find a solution to the needs of one of the busiest health centers in the nation. VA health centers always need more supplies, and keeping supplies stocked constantly is a struggle. Daniel tried multiple companies but always faced a similar problem: a lack of customer support. Most companies handled calls with subpar customer service, while others left Daniel's voicemails unanswered altogether.

"What healthcare customers need is good customer service, and Waterloo was very willing to help. It's something I consider a top priority. And Waterloo's service wasn't just customer service. I'd call it customer care."

OUR SOLUTION

Waterloo Healthcare took care of everything in one phone call, a call they answered immediately. Instead of waiting weeks to fill out the order, Waterloo began working on it immediately. We've continued to fill their cart needs without resorting to endless paperwork, just fast, easy solutions.

OUTCOME

When asked if he felt Waterloo solved his problems, Daniel replied that he was thrilled with our work. He praised the staff's kindness and fast pace. He insisted that Waterloo was a cut above the rest because of their customer service, which was significantly better than Daniel's team had experienced before with other vendors.