

Simplicity

Exceeding customers' expectations is what Shield Healthcare is all about. This is based on one simple fact- we care. And we know what the people we serve need: reliable and friendly service, easy ordering, and quality products to manage their health care condition in the comfort of their own home.

Shield Healthcare is focused on keeping the medical supply process as easy as possible, for both customers and referral sources. With over 50 years of experience and understanding customers' needs, we have become leaders in Incontinence, Enteral Nutrition, Urological, Ostomy, and Diabetes supplies.

A highly trained staff, on staff Registered Dietitians, and insurance billing specialists are all dedicated to the support and satisfaction that our customers deserve.



- Incontinence Supplies*
- > Disposable Briefs, Underpads, and Liners
 - > Pad and Pant Systems
 - > Undergarments
 - > Mattress Covers
 - > Skin Care



- Enteral Nutrition Supplies*
- > Feeding Pumps and Bags
 - > NG/G Tubes & Accessories
 - > Adult and Pediatric Formulas



- Ostomy Supplies*
- > Drainable and Closed End Pouches
 - > 1-Piece/2-Piece Systems
 - > Wafers, Barriers, and Accessories
 - > Irrigation Sets and Sleeves
 - > Adhesives and Removers



www.shieldhealthcare.com



- Urological Supplies*
- > Foley, Intermittent, and External Catheters
 - > Irrigation/Insertion Trays and Syringes
 - > Leg Bags and Accessories
 - > Night Drains



- Diabetes Supplies*
- > Blood Glucose Meters
 - > Test Strips
 - > Lancets

**Simplify your life.
Call Shield Healthcare today...**

California		
Fresno 800.675.8842	Los Angeles 800.372.6205	San Diego 800.557.8797
Inland Empire 800.557.8797	Sacramento 800.675.8842	San Francisco 800.675.8840
Colorado	Illinois	Washington
Denver 800.525.8049	Chicago 800.675.8847	Seattle 800.720.7440

Medical Supplies for Care at Home Since 1957



ANNUAL REPORT

on Quality



2009



Over 3,000 customers

were surveyed in the last year to rate their satisfaction with Shield Healthcare. Here's what they had to say....

99% would recommend us to someone they know

98% were satisfied with the answering of their questions

97% felt we understood their needs

98% were satisfied with the accuracy of their shipments

98% were satisfied with their shipping time

* Shield Healthcare's 2009 annual customer satisfaction survey was conducted by Press Ganey Associates, Inc., the healthcare industry's top satisfaction measurement and improvement firm.

Satisfaction

Our Mission

Shield Healthcare is a service organization dedicated to fulfilling the medical supply needs of consumers and the caregiving community with a focus on customer satisfaction and employee achievement.

Caregiver Support

Caregivers are extraordinary people. Shield Healthcare supports and hears their voice through an annual story contest on "What Makes Caregiving Rewarding?" The contest is open to both family and professional caregivers for a chance to win \$1,000 and other exciting prizes.

Customer Care

With services such as monthly order reminders, online ordering, multilingual translators, and dependable home delivery our customers never have to worry about their supplies.

Employee Education

Over 4,900 hours are invested in training Shield Healthcare employees in the areas of company policies, product knowledge, billing, and customer service. This results in better care for our customers.

Continuing Education

Educational in-services are offered by Shield representatives on various home health topics for referral sources at their facility. Nurses may earn continuing education credits through our program, at their convenience.

Home Care Advocacy

With over 50 years of expertise, Shield Healthcare employs advocates who solicit legislative support for home care issues. We actively participate in government advisory groups fostering consumer advocacy and funding for home care services.

On Staff Healthcare Professionals

A team of Registered Dietitians and Pharmacists are on hand at Shield to provide support and assistance to the people that depend on our service. Our Enteral Nutrition Support Program supports these customers with extra special care and attention.

Dedication



Expertise