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## Medical Specialties Distributors, LLC (MSD) Improving Healthcare Quality and Effectiveness Through a Total Enterprise Solution

Realize financial and operational gains while better serving the needs of your patients.

**President & CEO:** James Beck

Founded: 1984

Employees: 500+

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### Company Background

For thirty plus years Medical Specialties Distributors, MSD, has been serving the alternate site market with a commitment to improving healthcare quality and effectiveness through a Total Enterprise Solution.

MSD utilizes an innovative Total Enterprise Solution to deliver an integrated offering of medical device, technology, and supply chain solutions to help non-acute healthcare providers better serve the needs of their patients, and realize financial and operational gains in the process. This Total Enterprise Solution is delivered by a community of more than 500 employees committed to caregivers and the patients they serve.

MSD's Total Enterprise Solution combines the company's areas of expertise to provide a holistic approach in improving provider operating and financial performance in areas that include equipment management and tracking, patient direct "white glove" delivery programs, and an accredited ambulatory pump program serving the oncology marketplace.

MSD's dedication to customers begins with an unwavering promise to quality. That promise is put into practice by adhering to rigorous quality standards through our ISO certifications in supply chain (ISO 9001:2008) and medical device practices (ISO 134585:2003). This ensures that the products and services customers receive from MSD will be of the highest quality. MSD's dedication to customers is further demonstrated with a unique, automated "First Touch Resolution" to customer service.

### Product Overview

MSD's Total Enterprise Solution combines areas of expertise within medical device service, technology, and supply chain to provide a holistic approach in improving provider performance.

A comprehensive asset management program reduces capital expenditures by maximizing device utilization and minimizing device loss. MSD also works to ensure equipment is maintained to manufacturer specifications.

Wide-ranging repair and preventative maintenance solutions are provided by 11 ISO certified and CHAP accredited facilities. Long-term

and peak need medical equipment rental services ensure customers get the right equipment where and when they need it. New or pre-owned device purchasing is also available on a wide variety of brands.

An inescapable fact is that healthcare reform continues to challenge providers to reduce costs. MSD's e-commerce solutions provide efficiencies that save time and money. OneTrack software solution provides unparalleled visibility to device status, location, and patient usage. The software provides alerts to scheduled preventative maintenance and assists in compliance of medical device reporting requirements.

Online and mobile ordering solutions enable you to order medical supplies, manage inventory, and find new business solutions. Electronic commerce solutions through EDI and system integrations help to further streamline processing and reduce errors.

MSD has a complete medical supply portfolio from all major manufacturers supporting all types of therapies and quality care initiatives. Customized distribution solutions to fit your business needs from our network of coast-to-coast distribution centers provide the flexibility you need to efficiently serve your patients.

### Markets Served

- Home Infusion Therapy
- Oncology
- Home Medical Equipment

### Trade Shows/Meetings Attended

- National Home Infusion Association (NHIA) Annual Meeting
- MedTrade Spring
- MedTrade
- Armada
- Oncology Nursing Society Annual Congress
- AAHomecare

### GPO Affiliations

- MedAssets
- Novation/Vizient
- Innovatix
- Amerinet
- Premier
- Intalere
- MHA
- Provista