





*Celebrating  
Caregiving*



# A CARING COMPANY

**AT SHIELD HEALTHCARE, SUCCESS IS DEFINED BY OUR CUSTOMERS:** the most important people to our organization. We understand that customer satisfaction means much more than our delivering products on time or having friendly and helpful service agents. It means you like doing business with us.

When 99% of our customers consistently state they would recommend us, we know we have succeeded in our mission to be a caring and compassionate company. Every day we need to go above and beyond what's expected to ensure the needs of our customers are being exceeded and that they are happy.

**Theresa H., a customer since 2004, shared:**

*“Shield provides dependable care...they do a wonderful job of getting my supplies to me every month.”*

# Satisfied Customers

**The numbers that *really* matter at Shield Healthcare are the grades you give us on our performance.**

Richard S., a caregiver and customer since 2002, shared:  
“What I like best about getting supplies from Shield Healthcare is that it’s one of the easiest things I do each month. I don’t have to think about it. The orders show up like clockwork. They’re always right and always on time.”

Robbie M., a customer since 1997, shared:  
“I am very pleased with Shield. They offer excellent service. When I call, they know me, they take care of me, and they’re friendly. Every time my customer service agent asks how I am doing, she really means it.”

**Every year we survey over 2,500 customers to rate their experience with our company.\***

The numbers below represent the above industry standard percentages of customers who are satisfied with our services.

**99%**

of our customers  
would recommend  
us to a friend

**98%**

of our customers  
were satisfied  
with their  
shipping time

**98%**

of our customers  
were satisfied with  
the accuracy of  
their shipment

**98%**

of our customers  
were satisfied with  
our answering of  
their questions

**97%**

of our customers  
felt we understood  
their needs

**\*Shield Healthcare's 2010 annual customer satisfaction survey was conducted by Press Ganey Inc., the healthcare industry's top satisfaction measurement and improvement firm.**

# A Look Inside Shield

**S** Supporting our customers: Convenient services such as monthly order reminders, dependable home delivery, language translators, and Registered Dietitians for tube-fed customers.

**H** Home care advocacy: We actively participate in government advisory groups and we work with legislative advocates to represent the voice of consumers and caregivers.

**I** Inspirational voices: Shield supports caregivers and their extraordinary role. Our annual “What Makes Caregiving Rewarding?” contest recognizes caregivers and provides others with an inspirational glimpse into their personal stories.

**E** Experience and expertise: Established in 1957, Shield has listened, learned, and developed programs and services to make the process for receiving medical supplies at home hassle-free.

**L** Leader in the industry: Succeeding where others fail makes Shield an industry recognized company with the strength and stability needed to serve referral sources and customers alike.

**D** Dedication: Employees are the greatest resource in our mission of caring. Over 30% of our staff has been employed with Shield for more than 10 dedicated years.



### 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

### Urological Supplies

- Foley, intermittent, and external catheters
- Irrigation/insertion trays and syringes
- Leg bags and accessories
- Night drains



### Ostomy Supplies

- Drainable and closed end pouches
- 1-piece/2-piece systems
- Wafers, barriers, and accessories
- Irrigation sets and sleeves
- Adhesives and removers

### Diabetes Supplies

- Blood glucose meters
- Test strips
- Lancets



### Wound Care

- Composite, foam, alginate, hydrogel, and hydrocolloid dressings
- Wound care accessories



Medical Supplies for  
Care at Home Since 1957



# Call Shield Healthcare Today...

## CALIFORNIA

Fresno  
(800) 675-8842

Inland Empire  
(800) 557-8797

Los Angeles  
(800) 372-6205

Sacramento  
(800) 675-8842

San Diego  
(800) 557-8797

San Francisco  
(800) 675-8840

## COLORADO

Denver  
(800) 525-8049

## ILLINOIS

Chicago  
(800) 675-8847

## TEXAS

San Antonio  
(800) 495-0999

## WASHINGTON

Seattle  
(800) 720-7440

[www.shieldhealthcare.com](http://www.shieldhealthcare.com)