

TAKING THE HEADACHE OUT OF SCRUB MANAGEMENT

Unitex leverages scrubXchange technology to expand its healthcare scrub rental program

With more than 90 years in the medical uniform and linen rental business, Unitex is all too familiar with the challenges hospitals face with scrub management. Scrub loss, theft and open distribution carts create a perfect storm that leads to both physician and linen-staff dissatisfaction. Plus, lost inventory creates difficult conversations with hospitals around who should pay—the laundry or the hospital?

Unitex sought to solve this problem for hospitals by developing a full-service scrub rental program

that features scrubXchange, the latest in scrub-distribution technology from I.P.A.

“We have been partners with I.P.A. and offering their scrubEx and alEx technology to our customers for a long time,” said David Potack, vice president, Unitex. “We’re seeing a lot of interest from our hospital customers in the new program and are excited about the benefits scrubXchange offers.”

The Unitex scrub rental program takes the burden of scrub management away

from hospitals. It provides four core components:

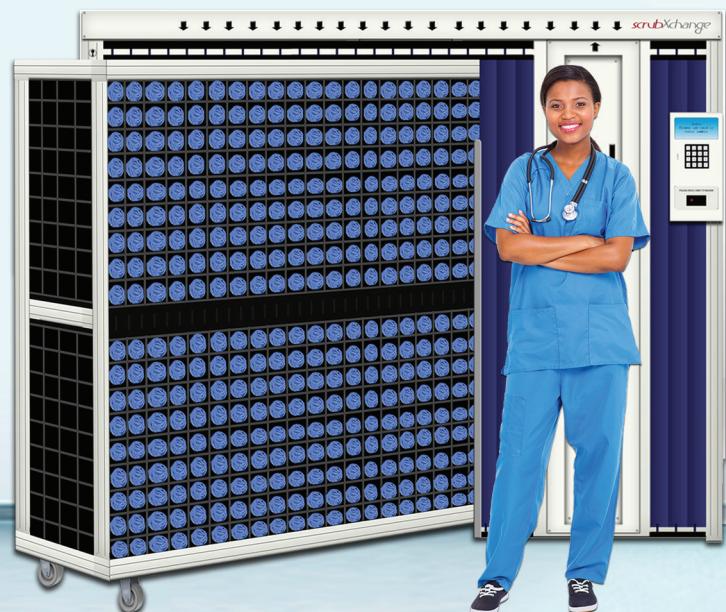
- Rental of a high-quality **scrub**,
- Consistent, on-time **delivery** of clean scrubs,
- The **scrubXchange** solution — a high-capacity scrub dispenser, and
- **Processing** of the scrubs according to healthcare standards.



DAVID POTACK

The scrubXchange LX dispenser

Accommodates up to 480 pieces in any mixed size combination, making it ideal for high-traffic locations like the OR. The MX model accommodates 240 pieces and is a perfect fit for ancillary areas.



The scrubXchange solution is a key part of the program. Physicians and authorized staff use their hospital ID badges to access scrubs in their size. The dispense time of just 10 seconds means staff have their scrubs quickly and don't have to worry about long lines during peak scrub usage—helping keep satisfaction high.

"The last thing a hospital wants is physicians and nurses who can't get scrubs in the right size or have to come in early to get scrubs on time," said Potack. "Hospitals are really embracing this technology because it keeps the end users happy."

For Unitex, the solution's high capacity permits a less-frequent scrub-delivery schedule. The exchange cart system also allows flexibility in loading scrubs—either replacing them off-site and swapping carts at the machine,

or par stocking scrubs by loading them right at the machine.

In addition to keeping physicians and nurses satisfied, hospitals typically see cost savings after installing scrub-automation technology. Scrub users are assigned credits for scrub sets; when a scrub set is removed, a credit is deducted. Scrubs must be returned to the receiver unit for users to earn back credits—virtually eliminating scrub losses and the extra charges that come with it. Every scrub transaction is tracked in real time by advanced linen-management software, allowing both the laundry and hospital to view inventory levels, user compliance, and department-level trends.

"Our customers really like the clarity and control that the software offers," said Potack. "They see the same data we do

and can use it to establish their own benchmarks to drive user accountability."

According to Potack, scrubs are typically a very small percentage of the total linen pounds that a hospital uses, but it is one of the hospital linen department's most time-consuming challenges. By building a comprehensive scrub management program for hospitals, Unitex is able to increase end user satisfaction, decrease costs, and build better customer relationships overall. **TS**

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