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CUSTOMER ASSESSMENT & FACILITY WALKTHROUGH

Process Name	CareShield Customer Assessment & Facility Walkthrough
Department/Area	Service / Customer Implementation
Equipment	Customer Facility / Privacy Curtain Locations
Effective Date	7/27/2026
Status	Final

PURPOSE (What this 1BW is for)

Assess the customer facility, identify every privacy curtain Bay and required curtain quantity, document key contacts and access windows, and collect the information needed for successful installation and future scheduled exchanges.

TOOLS / MATERIALS NEEDED

Facility floor plan or map • Tape measure • Pen or marker • PDA or tablet • Required PPE • Copy of the 1BW

CORE ONE BEST WAY - STEPS

Step	WHAT to Do	WHY it Matters
1	Review the project scope, available customer information, and required tools before arrival.	Ensures the assessment begins prepared and prevents repeat visits.
2	Meet the customer representative and review safety, access, security, and restricted-area requirements.	Confirms support, access, and customer-specific requirements.
3	Walk every included area and assign a unique Bay ID to each curtain location.	Creates the location reference for installation, service, and inventory.
4	Document curtain quantity, mesh requirements, track or hardware conditions, and specialty needs for every Bay.	Ensures correct product and identifies issues before installation.
5	Create or update the facility map and confirm contacts, access times, and notification instructions.	Provides a reliable field reference and supports future service.
6	Review all findings with the customer and communicate the completed walkthrough to Sales, Customer Care, Service, and the install team.	Confirms accuracy and makes the approved information available for implementation.

KEY CONTROLS / NON-NEGOTIABLES

- Every Bay has a unique Bay ID and curtain quantity.
- Facility map, contacts, access instructions, and specialty needs are complete.
- Do not finalize the assessment when required information remains unverified.

STOP / ESCALATE IF

- Facility access prevents a complete assessment.
- Bay quantity, specialty product, mesh, track, or hardware cannot be confirmed.
- Customer requirements conflict with Nixon Medical safety or operating standards.

PRIMARY HANDOFFS

- Sales/Service → Assessment team: approved project scope and customer information.
- Assessment team → Customer: confirm Bay IDs, quantities, access, and requirements.
- Assessment team → Implementation partners: communicate completed walkthrough details.

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CURTAIN INSTALLATION & ELECTRONIC ASSIGNMENT

Process Name	CareShield Curtain Installation & Electronic Assignment
Department/Area	Service / Customer Implementation
Equipment	Customer Facility / Privacy Curtain Bays
Effective Date	7/27/2026
Status	Final

PURPOSE (What this 1BW is for)

Install CareShield privacy curtains at the correct customer Bays, verify proper fit and operation, electronically assign each curtain to the customer account, and complete the initial installation accurately and safely.

TOOLS / MATERIALS NEEDED

Customer Delivery Note • Facility Bay map • CareShield curtains and mesh • PDA with Route Assist and Garment Assist • Required PPE • Customer-provided ladder when needed for one-time mesh installation

CORE ONE BEST WAY - STEPS

Step	WHAT to Do	WHY it Matters
1	Review the Delivery Note, Bay map, installation scope, and access instructions before departure.	Confirms customer, quantity, Bays, and service expectations.
2	Meet the customer representative and review safety, infection prevention, security, and access requirements.	Protects associates and prevents unauthorized entry.
3	Locate each Bay, confirm the Bay ID, and verify the correct mesh, curtain quantity, and specialty requirements.	Prevents installation or assignment to the wrong location.
4	Install the mesh and curtain panels, then verify proper orientation, movement, closure, and coverage.	Confirms a professional and functional installation.
5	In Garment Assist, download the correct customer, scan every installed curtain, confirm green OK, and upload successfully.	Creates the electronic assignment for every installed curtain.
6	Review the completed installation with the customer and complete the service record in Route Assist.	Confirms customer acceptance and documents unresolved issues.

KEY CONTROLS / NON-NEGOTIABLES

- Every Bay on the Delivery Note and map is completed.
- Each installed curtain receives a green OK scan confirmation.
- Do not leave an installed curtain unscanned or assigned to an unverified customer or Bay.

STOP / ESCALATE IF

- Access prevents completion or the required curtain inventory is missing or incorrect.
- Track, hardware, mesh, Bay, quantity, or facility-map conditions prevent proper installation.
- Barcode scans, green OK confirmations, or uploads fail.

PRIMARY HANDOFFS

- Plant / Route loadout → Installer: correct curtains, mesh, Delivery Note, and Bay map.
- Installer → Garment Assist: scan and upload every installed curtain.
- Installer → Customer / Service: review completion and document any unresolved issue.

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SCHEDULED CURTAIN EXCHANGE

Process Name	CareShield Scheduled Curtain Exchange
Department/Area	Service / Route Operations
Equipment	Customer Locations / Curtain Track Systems / Route Truck
Effective Date	7/27/2026
Status	Final

PURPOSE (What this 1BW is for)

Prepare, complete, document, and return scheduled CareShield privacy curtain exchanges so the customer cleaning cycle is maintained, every clean curtain is recorded in Garment Assist, and every removed curtain is returned to pool inventory through required plant scans.

TOOLS / MATERIALS NEEDED

Route PDA with Garment Assist • Customer Put-Up / plant loadout form • Clean curtain panels • Soiled curtain bags • Route truck • Approved access equipment when required

CORE ONE BEST WAY - STEPS

Step	WHAT to Do	WHY it Matters
1	Review the next service day Put-Up and confirm the required clean curtains are included in the plant loadout.	Prevents missed exchanges and service delays.
2	At the customer, use the Plant Delivery Note to identify the exact Bay ID scheduled for exchange.	Ensures the correct location is serviced.
3	Remove all existing curtains, bag them immediately, install the clean curtains, and confirm proper operation.	Contains soiled product and restores the Bay with clean, functional curtains.
4	Open Garment Assist, download the customer, select Start Inventory, scan every installed curtain, confirm green OK, and upload.	Maintains accurate electronic inventory for the exchange.
5	Return all soiled curtains to the plant, IN SCAN every barcode, and place the curtains in the designated soil area.	Removes curtains from the customer account and returns them to pool inventory.
6	Notify the Service Manager of any incomplete exchange, missing curtain, unreadable barcode, failed upload, or unsuccessful plant scan.	Creates visibility so inventory and compliance records can be corrected.

KEY CONTROLS / NON-NEGOTIABLES

- Every scheduled Bay ID is exchanged during the visit.
- Every clean curtain is scanned, receives green OK, and uploads successfully.
- Every removed curtain is bagged, returned, IN SCANNED, and placed in the designated soil area.

STOP / ESCALATE IF

- Scheduled Bay, clean-curtain quantity, or Delivery Note information does not match.
- A barcode will not scan, green OK is missing, or the upload fails.
- Returned curtains cannot be IN SCANNED or removed from the customer account.

PRIMARY HANDOFFS

- Plant Put-Up / Delivery Note → RSR: exact customer, Bay IDs, and clean-curtain quantity.
- RSR → Garment Assist: scan and upload every installed clean curtain.
- RSR → Plant: return, IN SCAN, and place every removed curtain into soil processing.