

ONE BEST WAY (1BW) - WORKING INSTRUCTION FORM

Process Name:	CareShield Curtain Installation & Electronic Assignment	Department/Area:	Service / Customer Implementation
Line/Zone/Equipment:	Customer Facility / Privacy Curtain Bays	Shift(s):	☒ All
Effective Date:	7/27/2026	Review Frequency:	☐ 30 Days ☐ Quarterly ☐ Semi-Annual ☒ Annual
Created By:	Nixon Medical	Approved By:	_____ Service _____
Document Status:	Final	Program:	CareShield Privacy Curtain Program

PURPOSE (What this 1BW is for)

To define the standard process for installing CareShield privacy curtains at the correct customer Bays, verifying proper fit and operation, electronically assigning each curtain to the customer account, and completing the initial installation accurately and safely.

SAFETY / PPE (Before starting)

Required PPE:	Customer-required PPE and standard Nixon Medical route PPE.
Key Safety Expectations:	Follow all customer safety, infection prevention, security, and restricted-area requirements. Use customer-provided ladder access only when required for one-time mesh installation; routine curtain installation does not require a ladder.

TOOLS / MATERIALS NEEDED

- A printed or electronic copy of this One Best Way (1BW)
- Facility Bay map or installation plan
- PDA with Route Assist and Garment Assist
- Customer-provided ladder, only when required for mesh installation
- Customer Delivery Note
- CareShield curtains
- CareShield mesh
- Required PPE

ONE BEST WAY - STEPS (WHAT + WHY)

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
1	Review the Delivery Note, facility Bay map, installation scope, and customer access instructions before departure.	Confirms the correct customer, curtain quantity, mesh quantity, Bays, and service expectations before arriving.

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
2	Verify the required curtains, mesh, hardware, tools, PDA, and PPE are available and ready.	Prevents delays, incomplete installation, and repeat visits caused by missing product or equipment.
3	Meet with the designated customer representative and confirm access to the installation areas.	Ensures the RSR can enter the correct areas and complete the work within the agreed service window.
4	Review customer safety, infection prevention, security, escort, and restricted-area requirements before beginning.	Protects associates, maintains customer compliance, and prevents unauthorized entry.
5	Use the facility map to locate the first Bay and confirm the Bay ID before installing any curtain.	Prevents curtains from being installed or electronically assigned to the wrong location.
6	Verify the mesh and curtain quantity and any specialty requirements for the Bay against the installation information.	Ensures the correct curtain and mesh configuration is installed at each Bay.

ONE BEST WAY - STEPS (CONTINUED)

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
7	Install the required mesh and curtain panels at each Bay with the finished side oriented correctly.	Provides a consistent, professional appearance and ensures the curtain is positioned for proper use.
8	Verify each installed mesh and curtain moves freely, closes properly, and provides the intended coverage.	Confirms the installation is functional and identifies track, hardware, or fit issues immediately.
9	Inspect the completed Bay for appearance, cleanliness, and any damaged or non-standard track or hardware conditions.	Ensures the installation meets the CareShield quality standard and prevents unresolved conditions from being overlooked.
10	Repeat the Bay verification, installation, and quality check for every Bay included on the Delivery Note and facility map.	Ensures the complete installation scope is finished and no customer locations are missed.
11	Open Garment Assist, sign in, select the correct customer, and choose download the customer information.	Loads the correct customer record and prepares the PDA to electronically assign the installed curtains.
12	Verify the Start Inventory information before scanning curtains. Be sure the 'Blinking' cursor is active to start the scan.	Confirms the electronic transaction is being completed for the correct customer and inventory record.
13	Scan every installed curtain barcode individually and verify a green OK confirmation after each scan.	Creates the electronic record for each curtain and prevents unscanned or incorrectly assigned curtains.
14	Upload the completed Garment Assist transaction, verify the upload was successful, and return to Route Assist.	Transfers the completed curtain assignments to the system and allows the RSR to finish the customer service record.

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
15	Review the completed installation with the customer representative, address or document concerns, and complete the account service in the PDA Route Assist.	Confirms customer acceptance and creates a complete record of the installation and any unresolved issues.

QUALITY CHECK (What "GOOD" looks like)

- Every Bay on the Delivery Note and facility map was located and completed.
- The correct number and type of mesh and curtain panels were installed at each Bay.
- Curtains are oriented correctly, move freely, close properly, and provide the intended coverage.
- Track, hardware, mesh, and appearance concerns are corrected or documented.
- Every installed curtain barcode was scanned individually and assigned to the correct Bay.
- A green OK confirmation was received for every scan.
- The Garment Assist transaction was uploaded successfully.
- The customer representative reviewed the completed installation.
- Service close was completed and unresolved issues were documented.
- Customer service was completed in the PDA in Route Assist app.

IF SOMETHING IS NOT RIGHT (Escalation / Help)

- Notify Service Management if access prevents completion of the installation.
- Escalate missing, incorrect, damaged, or insufficient curtain inventory.
- Escalate damaged, missing, or non-standard track, hardware, or mesh conditions that prevent proper installation.
- Escalate any Bay, quantity, specialty-product, or facility-map discrepancy before assigning curtains electronically.
- Escalate failed barcode scans, missing green OK confirmations, unsuccessful uploads, or other Garment Assist issues.
- Do not leave an installed curtain unscanned or assigned to an unverified customer or Bay.

TRAINING CONFIRMATION

Trainer:	_____	Date:	___ / ___ / ____
Trainee:	_____	Date:	___ / ___ / ____
Verification:	☐ Demonstrated ☐ Practiced ☐ Verified Competent		