

ONE BEST WAY (1BW) - WORKING INSTRUCTION FORM

Process Name:	CareShield Scheduled Curtain Exchange	Department/Area:	Service / Route Operations
Line/Zone/Equipment:	Customer Locations / Curtain Track Systems / Route Truck	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
Primary System:	Garment Assist on Route PDA	Service Cycle:	Customer-specific scheduled exchange cycle

PURPOSE (What this 1BW is for)

To define the standard service process for preparing, completing, documenting, and returning scheduled CareShield privacy curtain exchanges. The process maintains the customer's required curtain cleaning cycle, ensures every clean curtain installed during the visit is recorded in Garment Assist, and ensures every removed curtain is returned to pool inventory through the required plant scans.

SAFETY / PPE (Before starting)

Required PPE:	☒ Gloves ☐ Safety Glasses ☐ Hearing Protection ☒ Standard route PPE and customer-required PPE
Hazards:	☒ Slips / Trips ☒ Lifting ☒ Customer Environment Hazards ☒ Ladder Use, when required

TOOLS / MATERIALS NEEDED

• Route PDA with Garment Assist access and assigned login credentials • Customer Put-Up / plant loadout form • Correct quantity of clean curtain panels • Soiled curtain bags • Route truck • Ladder or approved access equipment, when required

ONE BEST WAY - STEPS (WHAT + WHY)

Pre-Service Planning - Before the Service Day

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
1	Review the next service day's Put-Up to identify the customers and Bay IDs scheduled for curtain exchange.	Identifies the required service in advance so scheduled exchanges are completed on time and the customer's curtain cleaning cycle is maintained.
2	Confirm the required clean curtains have been requested and are included on the plant put up document.	Ensures the plant has prepared the correct quantity of curtains for the scheduled service.
3	Before departing the facility, verify the quantity of clean curtains in the garment cubby contains the Plant Delivery Note detailing each customer, their curtains and barcodes, Bay ID and it matches the Put-Up for that day and route.	Prevents missed exchanges, service delays, and unnecessary return trips caused by missing or incorrect quantities.

At the Customer Location - Complete the Physical Exchange

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
4	Use the Plant Delivery Note to identify the exact Bay ID or Room ID scheduled for exchange.	Ensures the correct location is serviced and prevents the wrong curtain from being removed or replaced.
5	Remove all existing curtain panels from the identified Bay ID and immediately place them in the designated soiled curtain bag.	Completes the scheduled removal while containing soiled product and reducing the risk of cross-contamination during handling and transport.
6	Install all clean curtain panels for that Bay ID and confirm they are secure, properly oriented, and move freely on the track.	Restores the customer location with clean, functional privacy curtains and reduces safety concerns or follow-up service calls.

Electronic Curtain Assignment - Garment Assist

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
7	On the PDA, minimize Route Assist, return to the main screen, confirm Wi-Fi is turned on, and open Garment Assist.	Provides access to the electronic curtain inventory system and supports successful downloading and uploading of customer data.
8	Enter your assigned Garment Assist login and password.	Ensures the curtain activity is recorded under the correct user account.
9	Select the correct customer to open the Choose Sync Action screen.	Associates all scanned curtain activity with the correct customer account.
10	Select Download from the Choose Sync Action screen.	Downloads the customer's current information before the scan process begins.
11	Confirm Start Inventory is highlighted.	Verifies Garment Assist is in the correct function for recording the curtains installed during the visit.
12	Begin scanning and confirm the blinking dash is active in the scan field.	Ensures the scan field is active and ready to capture each curtain barcode.
13	After each scan, confirm OK appears in green and the scan count increases.	Confirms each barcode was accepted and recorded successfully.
14	Scan each and every curtain installed during today's service visit.	Ensures the customer's electronic inventory accurately reflects all curtains installed during the exchange.
15	After scanning is complete, return to the Choose Sync Action screen and select Upload.	Transmits the completed scan activity and updates the customer's electronic curtain inventory.
16	Confirm the upload completes successfully.	Verifies the scan process is complete and identifies system issues while they can still be corrected.
17	Close Garment Assist and re-enter Route Assist to complete the customer's service.	Returns the PDA to the normal route workflow so the customer stop can be completed.
18	Repeat the remove, bag, install, scan, verify, and upload process until every scheduled Bay ID on the Put-Up is complete.	Ensures all planned exchanges are completed during the visit and no scheduled locations are missed.
19	Place all bagged soiled curtains securely on the route truck for return to the plant.	Keeps soiled curtains contained and ensures they are returned for inventory check-in and processing.

Back at the Plant

Step #	WHAT to Do (Work Step)	WHY (Reason for this step / Risk prevented)
20	Scan every returned curtain using the designated ABS plant scanning station return process before placing it into designated soil return area. Choose IN SCAN and use the scanner or manually enter the barcode.	Electronically removes each curtain from the customer and Bay ID, closes the completed compliance cycle, and returns the curtain to pool inventory.
21	Confirm every returned curtain was successfully scanned and removed from the customer account.	Maintains accurate electronic inventory and prevents curtains from remaining incorrectly assigned to a customer location.
22	Return all bagged soiled curtains to the designated curtain receiving or soil scan area.	Moves the returned curtains into the correct controlled area after inventory check-in and before laundering.
23	Place the scanned curtains in the designated soil area for plant processing.	Ensures only properly checked-in curtains enter the established laundering process.
24	Notify the Service Manager of any incomplete exchange, missing curtain, unreadable barcode, incorrect Bay ID, failed download or upload, or unsuccessful plant scan.	Creates prompt visibility to exceptions so the customer record, inventory, and compliance schedule can be corrected.

QUALITY CHECK (What "GOOD" looks like)

- All scheduled Bay IDs were exchanged during the service visit.
- Every clean curtain was installed correctly and successfully recorded in Garment Assist for the correct customer.
- Each scan displayed a green OK confirmation, the scan count increased, and the completed activity uploaded successfully.
- All removed curtains were immediately bagged, returned to the plant, scanned out of the customer account, and placed in the designated soil area.
- Any incomplete work or system exception was communicated to the Service Manager before the end of the route day.

IF SOMETHING IS NOT RIGHT (Escalation / Help)

Stop and notify: Service Manager **Backup contact:** Regional Service Director/Operations Coordinator

TRAINING CONFIRMATION

Trainer:	_____	Date:	___ / ___ / ___
Trainee:	_____	Date:	___ / ___ / ___

☐ Demonstrated ☐ Practiced ☐ Verified Competent