

MISSION STATEMENT

To our Customers

Our motto; “Your partners in improved patient outcomes” says it best.

Since our founding in 1984, WestCon Medical Industries Inc. has always been committed to delivering, leading edge technology, backed up by first rate delivery times and stocking expertise to our Acute Care Medical Centers, Surgery Centers and Infusion Pharmacies. Customers rely on our professional field representatives to present meaningful solutions in an ever challenging patient care environment. We embrace our company motto; “Your partner in improved patient outcomes”. From product introduction to education, inservicing, and daily supply our professional staff excels in meeting and exceeding customer expectations.

As a specialty Medical Distribution Company, we recognize the importance of representing new products which address the pressing issues confronting our customer’s patient care.

Reductions of Hospital Acquired Infections including both VAP and CRBSIs.

Reductions in never events.

Good pharmacy compounding/mixing practices (USP 797) compliance.

Improving care givers HCAHPS scores.

WestCon Medical is also committed to the implementation of the comprehensive ERAS protocols (Enhanced Recovery After Surgery) to improve patient surgery recoveries and outcomes.

We bring to market products that will withstand the rigors of evidenced based outcome scrutiny from Value Analysis Committees. We embrace our customer’s challenges to insure the highest level of patient satisfaction possible, while avoiding unnecessary complications.

Our dedication also extends to our service levels. Top notch customer service professionals deal with customer orders, questions and issues to insure on time delivery of critically needed products for patient care. Our warehouse stocks all customer products in accordance with each customer’s forecasted requirements, factoring in manufacturer irregularities, to insure adequate supply at all times. Same day order processing and shipping is our everyday standard. Next or 2nd day delivery is our routine.

To our Manufacturers

WestCon Medical as a specialty medical device distributor works with emerging technologies from manufacturers for the purpose of creating a market for that manufacturer’s products in the acute care

setting. The ultimate goal is to achieve market dominance, and then ultimately to have that same technology deemed Community Standard.

We promise professional representation by committed sales representatives through all aspects of the sales and the distribution process. Our goal is to bring the manufacturer's product to the attention of the relevant acute care customers in our geography through our extensive base of existing customer contacts. Presenting to and educating the clinicians on the features, benefits and advantages which most apply to their individual needs. We provide evidenced based information supplied by the manufacturer and help the clinicians to build a case for their Value Analysis Committees.

We promise quality, in-depth inservicing and education to the rank and file care givers so that products are used routinely and consistently in accordance with the manufacturer's DFUs and the facilities policies and procedures, often helping to draft and relevant, necessary changes for best implementation.

We strive for superior service in all aspects of supply. Meticulous order processing and top level inventory management combined with rapid shipment turnaround. Our goal of same day shipping is the rule of business. To meet these goals we strive to maintain inventory levels that insure our customers an always available supply at the local warehouse. We try to keep last minute rush or drop-ship orders to our manufacturers at an absolute minimum.