



RDS
SAME DAY
DELIVERY

Secure, Compliant, & Efficient Last-Mile Solutions for Healthcare Operations

***A Case Study on Healthcare Onboarding Success
Through Tailored Last-Mile Delivery***



50+ Years of Experience in the NY Metro and Tri-State Areas

*Delivering Secure
and Efficient Logistics
Solutions*

*Reliability, Innovation
and Strong Partnerships*

*98.7% On-Time
Delivery Rate*



The Role of Efficient Onboarding in Healthcare Success:

Healthcare organizations rely on precise, reliable, and compliant delivery.

Our onboarding process is designed to address key challenges, from regulatory adherence to real-time visibility, through seamless integration, tailored solutions, and advanced technology.



What Onboarding Looks Like in Action

Step-by-step support tailored to your medical operations



Case Study: Leading Pathology Department in NY

Initial Gaps & Needs

Consistent On-Time Deliveries

Limited Tracking & Visibility

Regulatory Compliance Gaps

Operational Inefficiencies



Strategic Solutions Implemented

End-to-End Transparency with Real-Time Tracking

Established OSHA/HIPAA-Compliant Handling Protocols

Customized Training for Easy System Integration

Optimized Delivery routes for Better Turnaround



Measurable Results

98.7% On-time
delivery

Enhanced
Compliance

Faster lab result
turnaround times

Scalable logistics for
expanding locations



Key Areas of Impact

Consultation & Planning

- Preview of storage & delivery capabilities
- Tailor services to client goals
- Workflow and volume assessment
- Route optimization

Technology Integration

- Real-time tracking
- Client portal access
- Barcode scanning
- Data insights for performance monitoring



Location	Time	Time Zone	Details
New York, NY	2/10/2022 6:03:12 AM	EST	Shipment completed and signed by [Inesha Engle]
New York, NY	2/10/2022 6:02:00 AM	EST	Shipment reached Delivery location
New York, NY	2/10/2022 6:02:59 AM	EST	Pickup completed and signed by [Ylessenia]
New York, NY	2/10/2022 6:01:00 AM	EST	Driver reached Pickup location
New York, NY	2/9/2022 1:20:31 PM	EST	Shipment information received

Compliance & Documentation

- *OSHA and HIPAA Compliance*
- *Chain of Custody Tracking*
- *Exposure Control Protocols*

Tailored Training

- *Tailored team training*
- *Consistent workflows across teams*
- *Everyday tools made easy to use*

Performance & Improvement

- *Regular reviews for ongoing improvement*
- *Data insights to guide decisions*
- *Refined processes for greater efficiency*



Our Commitment to Secure Deliveries

- *Chain of Custody Procedures*
- *Spill Kit and Exposure Control Training*
- *OSHA, HIPAA, and Medical Safety Standards*
- *Secure Handling of Sensitive Medical Materials*

***“Their couriers were focused and asking all the right questions!
They have such an inspirational story.”
Ken Arnold, Owner/Trainer Integrity Medical Courier Training***



Impact of Onboarding

98.7% On-Time Delivery



***Compliance with
Medical Safety Standards***

***Full Visibility & Transparency
of The Supply Chain***



***Scalable to Meet
Expanding Needs***

Healthcare Logistics by the Metrics:

Example KPIs – Customized for Your Logistics Plan

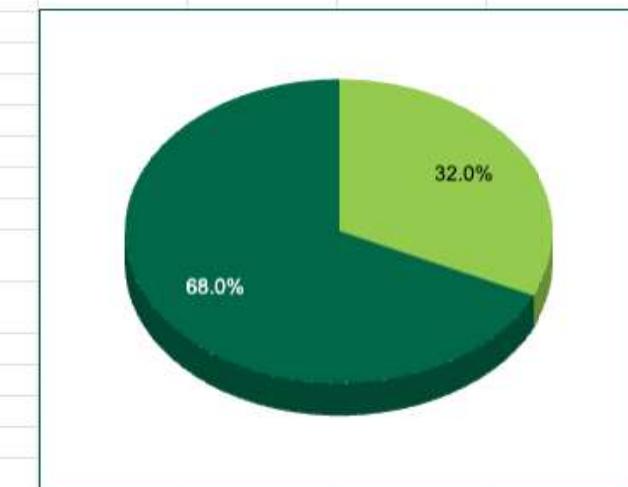
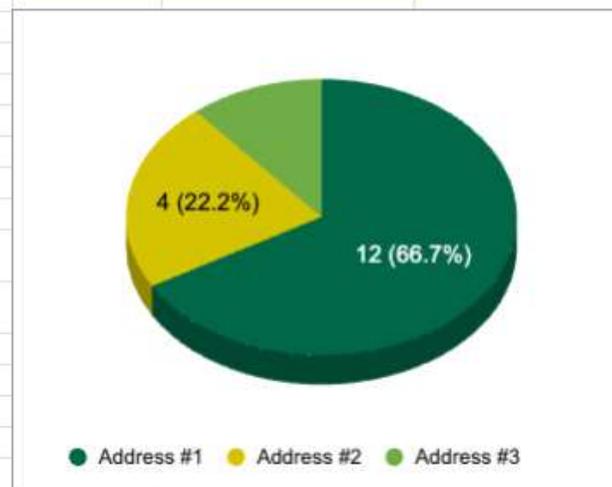
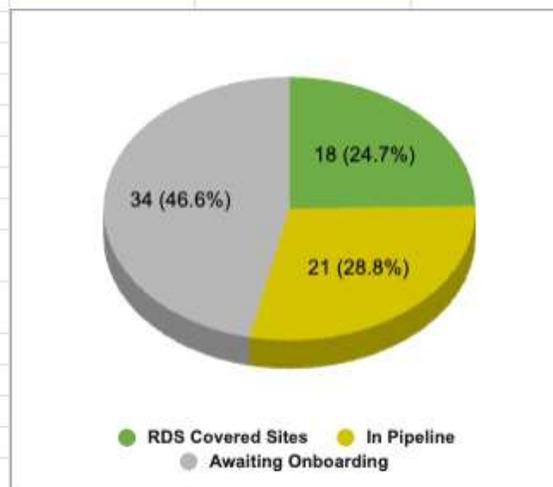
Total Deliveries	5628
Accuracy & Completeness	
Miss Deliveries	0
Lost Sample or Slide	0
Average Delivery Time (Minutes)	32 mins



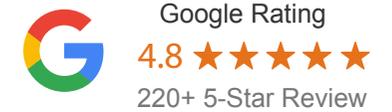
New York	
New York Total Sites	73
RDS Covered Sites	18
In Pipeline	21
Awaiting Onboarding	34

RDS Covered Sites	
Address #1	12
Address #2	4
Address #3	2
Total Covered Sites	18

Utilization of Technology	
Orders Places Online	88



Client Testimonials



“Love working with RDS every year. Coordinating the picking up with the team is super simple and the drivers are helpful and very friendly. Great team, keep up the good work.”
-Rae-Anna Persad



“The team here is some of the most punctual and great to work with. Everyone is extremely friendly and willing to support. We have used them for many courier services in New Jersey, Manhattan, Queens, and even Long Island without any delay or trouble. Thank you guys so much for all you do.”
-Jacqueline Chiavaro



“RDS is the most efficient messenger service I have used. I have been using various different services in NYC for the last 20 years. I found RDS in 2021 and have been a loyal customer since. By far, RDS is the best. My pick ups are timely and there is never a mistake. Dealing with the company is painless as they are all very nice, professional. They are always quick to respond and set up my deliveries as my business depends on it.”
-Stephanie Tricola



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