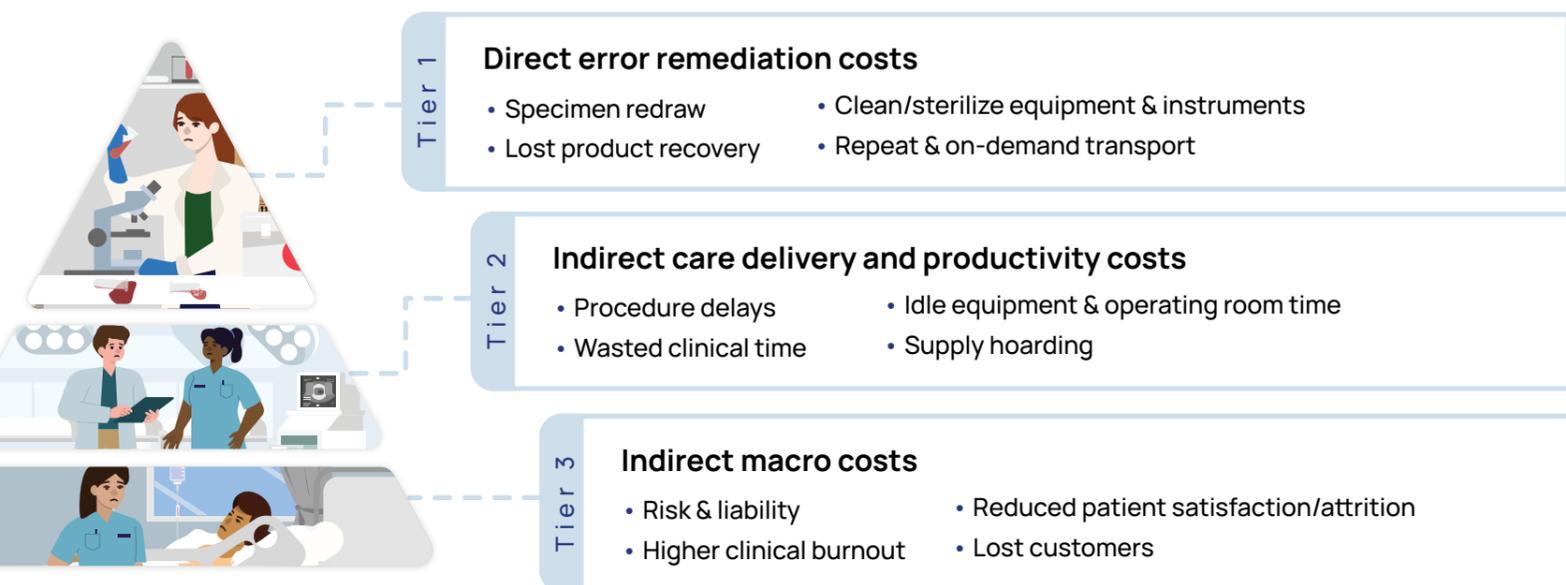


# The \$1M+ mistake:

## Why medical courier failures can't be ignored

When we think of healthcare innovation, last-mile logistics is not what usually comes to mind. However, this under-the-radar aspect of healthcare is one of the most expensive and clinically disruptive points of failure in U.S. health systems and laboratories.

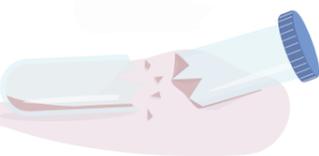
### The direct and indirect costs of last-mile logistics errors



### The price of getting it wrong

In a typical three-to-four-hospital system, specimen mishandling alone can lead to >\$1 million in direct costs each year.

**\$1M↑**



#### Remediation costs



**\$350**

per incident for routine specimens. (e.g., blood draws)



**\$1,500**

for simple biopsies. (e.g., skin biopsy)



UPTO

**\$5,000**

for invasive biopsies. (e.g., surgical specimens)

#### Clinical impact

**54%**

of nurses surveyed reported canceling or delaying procedures in the past year due to courier errors



**\$4,500**

is the average cost per delayed procedure



WITH

**~1.8M**

nurses working in U.S. health systems, the cumulative impact is staggering



#### Reputational and liability risks

"We don't want patients leaving our health system and errors in last-mile logistics can lead to that. The lifetime value of a patient is significant, and there can be more damage if they vocalize the poor experience."

Academic Medical Center Supply Chain Leader



"In my last health system, an in-house driver lost a surgical specimen and it cost us \$50 million in lawsuits, and we likely lost thousands of patients because of the bad press."

Regional Health System Supply Chain Leader



**\$50M**  
IN LAWSUITS

### The good news? These losses are largely preventable.

With the quality and reliability of a top-tier last-mile logistics partner like MedSpeed, healthcare organizations can eliminate 95 percent of error-related care interruptions and costs.

Thanks to our:



**20X** better quality than industry standards.



**Advanced** technology for routing & real-time tracking.



**100%** W-2, rigorously trained drivers.



**24/7/365** local support.



How much is your courier costing you?

Contact us at [sales@medspeed.com](mailto:sales@medspeed.com) to learn more.



**medspeed**  
Moving Healthcare Forward