

# CLIENT QUOTES



“ I don't know where to begin in giving you feedback on your company and its service. Everything is just Outstanding!! From Service to product to deliver. You're the only business that I've ever given a Outstanding rating to in all categories and I've dealt with many business. May you continue to succeed and make many people happy.

– Beth (TX)

“ I'm sending this letter to you to recognize the work of an outstanding associate of yours in customer service at PRISM Medical. His attention to detail, dedication to excellence, willingness to search for and find alternative ways of getting medical supplies to the customer as soon as possible while following protocol – is amazing. Also, his use of his creative abilities and his compassion for the situation the customer is dealing with makes him a joy to work with.

– Lori (VA)

“ Products are exactly what are ordered. My wound specialist works with Prism and orders what needs to be used. Between my wound specialist and the products, my wound is healing quickly. I couldn't be happier. The staff are helpful and explain the products and what they do. They are patient and help with decision of how much to order. Prices are very reasonable. The staff are prompt at answering questions and do not try to rush through the call. They take the time to make sure you have all the information and understand. More than satisfactory. I'm an RN and have worked with a lot of wound products but Prism's are of amazing quality. They are really improving my wound along with my wound specialist.

– Teresa (NY)

“ Doctor ordered my products on a Thursday, supplies arrived on Friday. What I received was what the doctor ordered. I have talked to a very professional and polite customer service rep. Very quick delivery of products and very professional staff.

– Mary (FL)

“ I am so happy to work with Prism! They are top-notch all throughout the referral process. I receive read receipts acknowledging they received our requests, follow up by an e-mail from the person that is taking care of the request. Communication is so important, and Prism does an excellent job where this is concerned. I receive updates on referrals in all the stages (Prism contacting the provider's office, follow ups-when necessary, and when the referral is completed and when member can expect delivery). They even provide tracking numbers when needed so my members can make sure they receive their medical equipment. And on a personal note, when I lost my father-in-law and mentioned I would be out of bereavement, the Prism team sent a card offering their condolences signed by the team. It truly warmed my heart. You don't forget things like that!

– Audra, RN BSN Care Manager (GA)

**Can't wait  
to hear  
from YOU!**

