



We Are Ready: Dedicated Healthcare Logistics Without Disruption



The Challenge

Kaiser Permanente needed a logistics partner that could:

- Ensure time-definite delivery for medical materials across pharmacies, labs, and specialty care centers
- Manage both scheduled and on-demand deliveries—often on the same day
- Handle critical, temperature-sensitive items with full compliance and chain-of-custody documentation
- Provide direct-to-patient service when required
- Maintain consistency, visibility, and rapid responsiveness across all sites

Their growing demand and diverse shipment types—including vaccines, blood, tissue, organs, medical devices, lab specimens, and secure documents—required more than a basic courier. They needed a true partner in care.



Our Solution

American Expediting implemented a dedicated, full-spectrum delivery model tailored to Kaiser's complex operational needs:

Dedicated & Routed Delivery Services

- Pre-scheduled, high-volume routes with assigned drivers familiar with location-specific procedures
- Daily inter-facility transport of lab specimens, pharmacy totes, supplies, and mail
- Direct-to-patient deliveries coordinated with care and discretion

On-Demand & STAT Support

- Rapid-response coverage for urgent vaccine or medication requests
- Flexibility to accommodate fluctuations in delivery volume without service disruption

Compliance & Visibility

- Temperature-controlled capabilities and secure handling protocols
- Real-time tracking, proactive updates, and delivery confirmation for every job
- Operations team aligned with clinical needs and escalation processes

The Result

- 100% coverage for scheduled and ad-hoc delivery needs
- Consistent on-time performance across all service lines
- Streamlined logistics across pharmacy, lab, and patient care operations
- Improved response to last-minute requests and fluctuating demand

The Impact

In healthcare, timely logistics can mean everything. American Expediting's dedicated delivery model supports one of the nation's most respected healthcare systems—empowering them to serve patients faster, more reliably, and without compromise.