



THE 11 P.M. PROBLEM

Your lobby is full of frustrated families. They just don't tell you on the way out.

The spouse camped on the waiting-room couch with a pounding headache and no idea where the nearest 24-hour pharmacy is.

The discharge handed a script for ibuprofen, sent into the night to find a Walgreens that's already closed.

The visitor with heartburn at 2 a.m., the dad who forgot his Tylenol, the mom who needs allergy pills before her kid wakes up.

They leave remembering one thing:
"The hospital couldn't help me."

That memory is what shows up four weeks later on your Press Ganey survey.

GET A QUOTE

Stop losing satisfaction points to a closed pharmacy door.

We install. We stock. We service. Your team doesn't lift a finger, and your lobby earns its keep 24 hours a day, 7 days a week.

CONTACT US

(608) 239-9462

vitavendrm.com · sales@vitavendrm.com

VitaVend RM — Hospital OTC Vending Solutions

Site assessments scheduled within 5 business days.

Next step: Call to schedule a 20-minute lobby walk-through. We'll model the patient-volume math for your facility on the spot.

VitaVend RM · Hospital OTC Vending · All medications dispensed are FDA-approved over-the-counter products. Machine ownership, stocking, and maintenance handled entirely by VitaVend RM.



VITAVEND RM

FOR HOSPITAL ADMINISTRATORS

The lobby amenity that **moves your Press Ganey scores.**

24/7 over-the-counter medication access for patients, families, and visitors — without adding a single hour of pharmacy operations.



DESIGNED FOR HOSPITAL LOBBIES.

Turnkey install

CONVENIENCE, SOLVED

A pharmacy aisle in your lobby. Without the pharmacy.

One VitaVend machine in your lobby covers the most-asked-for OTC items the moment a patient or family member needs them. No staff. No keys. No restock duty.

1

24/7 access, even when retail pharmacies are closed

Hospitals adopting in-lobby dispensers cite "patient satisfaction" as the primary driver, citing fewer abandoned discharges and cut-down ER traffic for non-acute needs.

2

Tap, pay, dispensed in under 30 seconds

Touchscreen, contactless card, Apple Pay, Google Pay. No cash handling required.

3

30+ FDA-approved OTC SKUs

The exact products patients ask the front desk for every day.

SAMPLE ASSORTMENT

- Acetaminophen
- Ibuprofen
- Naproxen
- Aspirin
- Loratadine
- Diphenhydramine
- Famotidine
- Loperamide
- Bismuth subsalicylate
- Cough & cold
- Saline / nasal
- Throat lozenges
- Bandages & gauze
- Antibiotic ointment
- Pediatric formulations
- Feminine care
- Reading glasses
- Phone charger

WHY IT MOVES THE SCORE

Press Ganey isn't measuring care. It's measuring memory.

HCAHPS surveys arrive 48 hours to 6 weeks *after* discharge. By then, patients have stopped scoring their procedure and started scoring the experience: the wait, the parking, the lobby, the night they couldn't find a Tylenol. Small friction, big score impact.

+30%

Increase in food & beverage satisfaction scores at one hospital after adding lobby vending — the same psychological mechanism applies to OTC access.

Hospital post-installation survey, peer-reviewed lit. review (PMC11617773).

22

Core HCAHPS questions, including a domain on "communication about medicines" — patients who can't access basic OTC remedies blame the hospital, not the drugstore.

CMS HCAHPS Survey, hcahpsonline.org.

80%+

HCAHPS satisfaction goal that Harris Health Systems hit by improving in-hospital medication access — the same playbook you can apply to your lobby in one week, not one quarter.

NRC Health / Harris Health case data.

ZERO LIFT FOR YOUR TEAM

All you give us is the floor space and an outlet.

VitaVend RM owns the machine, owns the inventory, owns the service. Your team never touches it.



We deliver and install

ADA-compliant footprint, 30" x 36".
Standard 110V outlet.



We stock and rotate

Inventory monitored remotely. Restocked before it's empty. Expired product removed by us, never by you.



We handle service calls

On-site response within 24 hours. Cellular-connected, so no IT integration required.



Branded as part of your hospital

Optional custom wrap with your facility's logo and colors. Patients see it as your service, not an outside vendor — the satisfaction lift goes on your survey, not ours.

READY IN 30 DAYS. CALL TO SCHEDULE.

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