

Aethon Partners with Don Miller & Associates to Bring Technology and Food Service Excellence Together

PITTSBURGH--([BUSINESS WIRE](#))--[Aethon](#), the nation's leader in developing and providing 21st century robotic delivery solutions to hospitals, today announced a new partnership with Don Miller & Associates, the leader in healthcare food service excellence. This new alliance offers hospitals a comprehensive solution to provide cost-effective, world-class [food service delivery](#).

Aethon's innovative "[TUG](#)" robots, which can be found working in hospitals across the country, offer a solid business solution to hospitals. TUGs dependably and affordably deliver meals, medications and supplies throughout the hospital in ways that

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increase productivity, improve healthcare efficiency and enrich patient care. “TUG robots are a perfect complement to Don Miller & Associates' expertise at converting hospitals to a room service model,” said Aldo Zini, president and CEO of Aethon. “Room service offers many benefits to the patient and the hospital, but its on-demand delivery requirement is labor intensive, and hospitals have shied away from it for that reason. The TUG solves that problem and puts the room service benefits within reach of many more hospitals.”

Don Miller & Associates has helped hospitals around the world achieve excellence in food quality and service, producing tangible increases in customer satisfaction and giving hospitals a competitive advantage. “Aethon's TUG robots are a valuable addition to our suite of services,” said William Klein, CEO at Don Miller & Associates. “We continue to believe that human interaction is a huge part of the food service experience, and the robots reinforce this. We want our highly trained and skilled employees performing patient-interaction tasks as much as possible, not performing the behind-the-scenes delivery functions. The TUGs allow us to focus on the high-value tasks while performing the others at the lowest cost possible. We are excited about working with Aethon to bring cost-effective, best-in-class room service to all of our clients.”

In addition to delivering meals, Aethon's robots can be used to deliver; track; and retrieve medications, supplies and equipment throughout the facility. “The [versatility of Aethon's robots](#) allows hospitals to seamlessly leverage a distribution tool that never gets sick or goes on vacation,” added Zini. Robots have been shown to increase productivity, enhance safety and improve healthcare efficiency and patient care.

About Aethon

Aethon is a leader in healthcare supply chain logistics, chain of custody and workflow solutions that automate the movement of equipment and supplies throughout the hospital. At the core of Aethon's solution is a proprietary autonomous mobile robot, known as the TUG, which can be used to deliver; track; and retrieve medications, supplies, meals, equipment and more. TUGs improve asset utilization, ensure regulatory compliance, reduce costs, enhance clinical productivity, improve workflow, and allow clinicians to focus on patient care. Hospitals using TUGs realize an ROI of 20 to 50 percent, while improving nurse and patient satisfaction. More information is available at www.aethon.com.

About Don Miller & Associates

Don Miller & Associates is the largest, most diverse, full-service, food service consulting firm in North America. The DM&A team consist of highly experienced, nationally recognized coaches bringing unparalleled knowledge and experience to each client. DM&A is known for their "Destination 10" Performance Improvement Process that guides and coaches organizations to becoming the "Best of the Best." More information is available at www.chefdon.com.