

## CLIENT OVERVIEW

- Fresenius Medical Care is a leading provider of dialysis services, committed to delivering life-saving treatments to patients. As a healthcare facility, Fresenius adheres to strict legal and policy guidelines that ensure all patients receive the care they need, regardless of behavioral concerns.

## CHALLENGE

- Fresenius Medical Care faced a serious threat when a patient made death threats against both staff and other patients. Despite the risks, healthcare regulations and company policies prevented the facility from restricting the patient's access to care. Seeking to protect staff and patients while remaining compliant, Fresenius turned to American Alliance for armed security services to manage the situation and ensure the safety of everyone on site.

## SOLUTION

- **Risk Assessment:** We quickly developed a compliant security plan tailored to the facility's needs.
- **Armed Security:** Trained armed officers discreetly monitored the patient, ready to respond if necessary.
- **Staff Collaboration:** We guided staff on safety protocols and maintained smooth communication.
- **De-escalation:** Our officers were trained to prioritize non-violent solutions in any confrontation.

## RESULTS

- **Zero incidents** of violence or escalation occurred during the patient's visits.
- **Staff and patients felt reassured and safe**, allowing Fresenius to continue delivering care without fear or interruption.
- **Compliance with legal and company policies** was maintained, as the patient continued to receive care without any issues.
- **Positive feedback from staff and patients** on the professionalism and effectiveness of our armed security services.



## ENSURING SAFETY AT FRESENIUS MEDICAL CARE

Balancing Patient  
Care and Safety