



WATERLOO HEALTHCARE

Better Carts for Better Outcomes

CLIENT SUCCESS STORY

RIVERVIEW PSYCHIATRIC CENTER

BACKGROUND

Riverview Psychiatric Center is a 92-bed facility that provides evaluations for patients in a mental health crisis who come from the civil side of the hospital on a 30/60/90-day hold. Rochelle Roy, Procurement and Contracting Specialist, had been in touch with a rep from Henry Schein about replacing the center's old emergency carts, but she just couldn't find anything she really liked. One night in late 2024, she happened to do a web search that revealed Waterloo Healthcare's Emergency Carts and found exactly what she was looking for. In early December 2024, she received the first cart, then completed the fleet with 7 more in Spring 2025. Due to an administrative delay in approval, the carts didn't go into service until February 2026.

Rochelle is very happy with the Waterloo Emergency Carts she procured for Riverview Psychiatric Center. The facility doesn't need to use them on a regular basis, but Rochelle performs monthly checks and makes sure the carts are there, fully stocked, and ready to use if needed.



ABOUT RIVERVIEW PSYCHIATRIC CENTER

Psychiatric services for patients who were brought into an emergency facility and their medical provider or team made the decision that a 30/60/90 day hold was necessary.



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CHALLENGE

The “crash carts” Riverview Psychiatric Center had were very old ones that were hand-me-downs from the original hospital next door and had several issues, maneuverability chief among them. Rochelle was looking for a specific design and features for the new carts needed.

One of the new carts arrived with a broken tack weld, and in addition to that needing to be repaired, Rochelle requested help with the sharps bracket and container, as well as the locking housing.

OUR SOLUTION

As soon as Rochelle saw the Waterloo Healthcare Emergency Cart in her web search, she knew it was exactly what she needed and had been trying to source. The new carts are easy to move and glide across the floor.

The broken tack weld, most likely damaged in shipping, was taken care of quickly. Ken Wormel of Henry Schein ordered a replacement door and when the part was received, John Sumner (representing Waterloo) traveled from Vermont to Maine and fixed the door. He also assisted with the sharps bracket, and sourced the Covidien sharps container and locking housing.

OUTCOME

Rochelle and Riverview Psychiatric Center are happy with the customer service and repairs provided, and have confidence in the “crash cart” fleet.

“Our Waterloo Emergency Carts glide beautifully – literally roll like a dream. They are stocked and ready if we have a situation that requires a crash cart. I am confident with what they are, they have what we would need, and we would be able to take care of the patient with what our carts hold – 3 million percent!”

“John got in contact with me right away about the tack weld issue on the door. And when the part came in, he came to Maine from Vermont, which is a little bit away from each other, but he came right over like it was nothing. He said it was okay, but I appreciated it so much because he didn’t have to do that for us. John also showed me how the sharps containers had to be assembled too. He has a great sense of humor and fixed the cart in no time. He was wonderful then, and he’s just amazing!”