


Houston's Hot Shot Makes Life-Saving Emergency Delivery



valve replacement. Hot Shot fulfills orders for heart valves from its warehouse to the Texas Medical Center frequently, so this wasn't an unusual request. "We'll send someone right over. What size do you need?" asked the Hot Shot dispatcher.

One night last fall, just after midnight, Hot Shot Delivery in Houston received an urgent delivery request: A patient had just come into the ER at St. Luke's Episcopal Hospital and needed an emergency heart

Because this was an unplanned, emergency surgery, the doctors couldn't know what size valve the patient needed until they opened him up. The Hot Shot courier on call grabbed one of each and hit the road.

By the time the courier arrived at the hospital, the patient was on the table and prepped for surgery. The courier waited outside with his cargo until the doctors could determine the size needed. When the final call came, he handed off the appropriate valve. Finally, this delivery was complete.

"When you have to make an emergency medical delivery, you feel the weight of each moment," said Hot Shot president Eric Donaldson. For the courier, it seemed as if hours had passed. But the entire scenario — from call to delivery — took just 31 minutes, a speed fast enough to save a life.