

Memorandum

To: All CEMS and Joint Venture Company Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: March 12, 2010
Re: Bi –Weekly Memo

In an effort to keep you apprised of what is going on, I want you to know about some important topics and big news you need to know!

New Novi Fire Station Use: CEMS has just extended our written Rescue agreement with the City of Novi. This agreement permits us to rent and occupy two Novi Fire Stations for a multi year period. This is a goal that we have hoped to attain in our partnership with the city for many years. Now it is a reality! With this achievement comes a new responsibility that we must meet. We must be good tenants and partners as we share the City's stations.

Novi crews and other crews moved into the area for coverage will immediately be allowed to occupy "old" Fire Station Four (#4) on Beck Road, just south of Providence Park Hospital, 24 hours a day. We will have that station to ourselves and be able to park up to two ambulances inside. Furniture is being delivered today. The city will also be storing some material in the back of the ambulance bays, which we cannot touch.

At this time, CEMS crews will also be permitted to occupy Fire Station Three (#3) on Nine Mile Road at the Railroad tracks on NIGHTS and WEEKENDS. 24 hour (daytime - weekday) occupancy at Station #3 will be coming in the future. We will be sharing Station #3 with Novi Fire crews. So, we MUST be responsible and act like good partners, respecting the city and firefighter's property and keeping the station clean. We will be able to park our ambulance inside one of the bays as well.

Keypads are being installed at both stations to allow our crews access through the apparatus bay doors. Dispatch will supply the code to crews stationed and posted at the stations in the very near future.

Novi Fire Radio Use: The City of Novi expects CEMS crews to use the Novi Radios installed in the Novi Rescue, the Providence Park (Novi) MICU and the Commerce Rescue ON EVERY CALL they run in Novi. This is not negotiable. Novi recently told me that CEMS crews are only complying about half of the time. That rate is not acceptable. Use of the Novi radios is mandatory for those three ambulances and no exceptions are permitted. Please respect our agreement with the City and use the Novi city radios as directed.

CEMS Supervisor Assignments: As we grow, I find it necessary to give special assignments to each of CEMS Field Operations Supervisors. Crews stationed in Southgate will now report to Scott Sauter as their primary Supervisor. Novi Crews will all report to Richard Dunn and Commerce Crews including HVH MICU will report to Eric Welch. Brian Holzheimer will handle special data management assignments.

All normal supervisory issues (time off requests, evaluations, supply requests, station issues and any non-urgent issues) must be routed to the supervisor overseeing that particular location. Any immediate or urgent issues that cannot wait should be directed to the on-duty Supervisor.

Mandatory Meetings: The mandatory (**paid**) meetings are ongoing. Please see the schedule on E-core or contact a supervisor.

Soiled Linens: In accordance with our policies, please do not leave soiled linens and cot quilts in your ambulance after shift. Please clean your unit as required to minimize the spread of germs.

New Policy Development: As I mentioned in my last memo, the federal government has noted that there is an alarming increase in vehicle crashes due to distracted drivers. A new federal regulation recently passed that makes it illegal for some commercial vehicle operators to text while driving. We are currently modifying our cellular phone/PDA/camera policy to comply with the federal regulations.

We will have a zero tolerance approach to this policy. We've had crashes where care-givers and patients in the rear of an ambulance have been injured. We are not willing to risk your safety because of someone's poor judgment. If you are paged or called, pull over and stop to read or talk. Another option is to have your partner get the message if you are driving. This will apply to NEV and Lab drivers as well. The revised policy will be issued shortly.

Congratulations to the Following Employee:

Don Dilworth was recognized by the Novi Fire Chief for his compassionate handling of a distressed patient on a call in late February. Don's bedside manner on the call was commended by the Fire Department personnel on the run. They reported Don's excellent patient care to the chief, who contacted us. Nice job, Don!

Thank you to Don for making us all look great to our customers.

Please let me know if you "catch" a co-worker doing something well. I'll be happy to recognize him or her in the next Bi-weekly newsletter.

On the Job Injuries: Any on the job injury (OJI) **MUST** be reported to your supervisor and Human Resources within 24 hours of the event.

Anonymous Hotline: Remember, if you have concerns about billing practices or patient privacy issues call (877) 471-2422. This number goes directly to the Corporate Compliance Officer. There is no need to give your name.

From Your Operations Manager:

Station 38 Crew Moving to Station 34

REMS has decided to move the ALS crew working station 38 to station 34 on a full time basis. Station 34 has already demonstrated greater volume potential and REMS is working diligently to capture all of the volume we can. If you were previously assigned to report to station 38, you should now report to station 34 located at Dort Highway and Bristol.

Billable Run Volume Increasing

REMS, working in conjunction with our corporate partner CEMS has been working closely with several facilities to improve image and capture additional volume. I am happy to report that we are seeing progress in this area and much of the credit needs to go to our crews, who have also stepped up to improve on timeliness, appearance and performance. While we remain slightly below our adjusted targets, we have seen increases. Equally important, our clients have reported recognized improvements. Keep up the good work.

Safety Issues**MSDS**

REMS has a MSDS workbook located in the supply garage at station 30. it is there for your use and protection. If you would like to know more about this book, please feel free to ask a supervisor.

Phones

Our jobs are not limited to transporting the sick and injured, it is to protect our patients at all times. Too that end we should always be reviewing our practices and making changes when appropriate. REMS now requires that you not utilize a cell phone at any time while operating a company owned vehicle. This includes text messaging, navigational tools, internet or voice calls. This is extremely important to the safety of our patients and crews. If it is necessary to utilize the phone, REMS requires that you pull over to the side of the road and stop your vehicle.

Stretchers

As a reminder, you must utilize all of the straps on your cot including the shoulder restraints when transporting patients. Recently there was a reported injury in the industry when a patient was ejected from the cot during an auto accident. He slid out from the lap belts but could have been protected had the shoulder restraints been utilized.

Bariatric Unit Forthcoming

REMS is in the final stages of completing the development of a bariatric unit. A new stretcher capable of accommodating patients up to 1600 pounds has been ordered and should arrive any day now. Additionally a vehicle is being retro-fitted with the necessary equipment to assist in getting the patient in and out of the truck. This unit will help to fill a void in our service area and provide safer means of moving a larger patient for both the patient and the crew. Please watch for this new unit to arrive and guidelines to be published.

Employee Appreciation Day

REMS will be hosting an employee appreciation day on Thursday April 25 at station 30 and station 39. Stop in and enjoy good food and beverage and a chance to socialize with your co-workers. Event times will be from 11:30 to 14:00 at each location.

Also planned will be the first burgers and dogs day on April 14 at station 30. please mark these days on your calendar.

Billing and Documentation

Significant progress has been made in completing bills and getting them turned in by month end. We are grateful for your assistance in helping complete this task. Please remember that it is your responsibility to complete each and every document by the end of your shift. This includes well documented events and necessary billing information. Delays in billing result in decreased collections. Please help us help you through improved collections.