

Memorandum

To: All Employees

From: Chuck Kearns, Vice President /Chief Operating Officer

Date: July 2, 2009

Re: Bi –Weekly Memo

BIG CEU CONFERENCE COMING UP! Don't forget, the First, Southeast Michigan EMS EXPO will be offered on August 20 & 21 at the Rock Financial Showplace in Novi. The conference is sponsored by Botsford Hospital and LSTI. A total of 14 continuing education credits are available to attendees including 10 practical (hands-on) sessions.

One day costs only \$50.00, and two days attendance is only \$80.00! Breakfast and lunch are included in those prices. CEMS, HealthLink, DMCare Express, Regional EMS and Beaumont Medical Transportation will all be allowing Tuition Reimbursement for their employees according to the revised, Tuition Reimbursement Policy. So, see your manager as soon as soon as possible if you want to qualify for this benefit and to adjust your schedule.

Practical sessions will be limited to the first 40 who sign up for each. The online brochure can be found at www.botsford.org/ems_expo. ***Don't miss out on this tremendous opportunity!***

Safety on the Job: Protecting You and Your Patients: Our company policy requires seatbelt use at all times. This includes using all of the seatbelts and side rails for your patient on the stretcher as well. When running emergency, always use all of your warning devices (lights & sirens), and never exceed the speed limit by more than 15 mph.

Run Documentation Reminders: PCS forms MUST be accurately completed on ALL appropriate transfers.

Please remember to obtain a patient authorization signature on all runs. If it is not possible, then please determine who can sign - demonstrating that the patient was in fact transported on that day. Also, please **don't forget about checking the appropriate boxes** on the billing forms. Thank you again for your help!

From Your Operations Manager:

REMS is pleased to be a part of the upcoming S.E. Michigan EMS Expo. Assisting our staff in access to the necessary continuing education classes for license renewal is something that many of you have requested, and we have listened and responded. Not only are the classes available to you, but you can and will receive tuition reimbursement for them as well.

By now you should have received a mailing informing you of the courses available along time, location and instructor information. If you have not received this through your US Mail, please contact your supervisor and we will make them available as requested.

REMS management is also committed to assisting you with scheduling needs to attend this important opportunity on a limited first come first served basis.

Biweekly Memo

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Service Excellence Reminder:

There are so many things that make up quality service. We often think it only has to do with timeliness. Timeliness, while a key component, is not the only factor that is used when our clients render a verdict on service excellence. Are our crews courteous and respectful of the patients needs? Do we look professional or are our shirts wrinkled and pants sagging? Do we go the extra mile to make the patient feel comforted?

If we can answer yes to all of these questions on every call, then we are a service excellence provider. If the answer is no to just one of them, then we all have work to do to reach that point. REMS is committed to helping you earn the respect and recognition that so many of you deserve. But it means we must all work together to improve on these key areas, and be willing to take action when necessary to ensure that these service standards are practiced by all.

What obstacles prohibit you from doing your part to conduct yourself with these standards in mind?

NIMS Training:

Have you completed all of your NIMS training? There are still a few employees that have failed to provide documentation for the completion of the required NIMS 100, 200, 700 and 800 as well as a minimum of Haz Mat Awareness. These courses are available free on line and links to them can be found on the REMS website at www.regionalems.org . If you have not completed these courses and provided evidence of such to the HR office already, please do so no later than 7/11/2009.

Company Meetings:

Mandatory company meetings have been scheduled for the dates and times below. All meetings will be held at Fenton Fire Station. These meetings are MANDATORY for all employees. You must attend one of these meetings and bring with you copies of all of you credentials including:

- Drivers License
- EMS License
- NIMS Records
- Social Security Card
- Haz Mat Awareness Certificate
- CPR Card
- ACLS Card
- All other course credentialing

Again these meetings are MANDATORY and will be held July 14th, 15th and 16th at the Fenton Fire Station. Meeting time will be from 09:00 – 16:00. You must attend one of these meetings . On duty crews will not be permitted to attend the meetings as attendance to all of the meeting is critical.

