

Memorandum

To: All CEMS Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: August 14, 2009
Re: Bi-weekly Memo

IMPORTANT Paycheck Changes: The following is an excerpt from a recent administrative email:

We have experienced some issues with pay checks. Due to confidentiality issues around paychecks, it has been decided that *paychecks will be mailed on the Thursday before payday*. We will begin with the September 11th paycheck. This will give employees the time to set up direct deposit if they choose to do so. Please notify your staff of this change immediately.

I have notified all supervisors of this change and we are also using this Bi-weekly memo to get the information out to each of you.

Run Report Accuracy: Did you know that the faster a medical claim can be sent for payment, the better the odds are to receive full reimbursement? It is a fact that the longer one takes to submit a medical service bill for payment, there will be a lower percentage of dollars collected.

In these tight economic times, we must ask every team member to focus more attention on turning in “clean” run reports that are ready to be billed immediately. Please take a few more seconds to make sure all required areas of your run paperwork and required forms are complete and accurate.

No one holds ill will toward a physician for billing insurance companies, Medicare and Medicaid for services rendered. How are EMS services any different? They’re not. You deserve to be paid for your good medical work; taking care of your patients, just like a physician. We will do the billing, but we must have complete and accurate information on your paperwork first. Please make sure your run paperwork is “Billing Ready” after each call.

Congratulations to Everyone at Regional EMS: The Commission on Accreditation of Ambulance Services (CAAS) has just completed an On-site review of the REMS operation. We understand that REMS passed the review with no deficiencies. There are approximately 125 CAAS-accredited agencies worldwide. REMS remains a member of this elite group! Thanks to all members of the Regional EMS and Corporate team for making this a successful review! Working together, we demonstrate what high quality and Service Excellence really means!

New Corporate Director of Human Resources: William J. Fairlie, CELS, CHRM, CLRS

Bill Fairlie has accepted the position as the new Human Resources Director. Bill is already hard at work with our organization. He has extensive experience in human resources including; strategic planning, health and safety, compensation, benefits, training, organizational development and employee relations and development. Bill has primarily worked in the automotive industry. He holds a Bachelors of Science Degree in Business

Management/Leadership from Baker College and is pursuing a Masters of Science in Administration from Central Michigan University. Bill has multiple certifications related to Human Resources. Bill is an extremely qualified individual who will assist us in ensuring a positive and safe work environment. Please join us in welcoming Bill Fairlie to our organization.

Upcoming CAAS Site Reviews: In the next five weeks, review teams from CAAS will arrive to inspect both CEMS (August 27 & 28) and Healthlink (September 17 & 18). Substantial applications in excess of 3,000 pages have been submitted and reviewed by CAAS. Now, the site teams will arrive to determine if our record-keeping, facilities, vehicles, maintenance, communications center, policies and internal communications with all staff members meet the industry's gold standard. Together, we can do this successfully!

Upcoming CAAS Applications: Beaumont Medical Transportation Service's (BMTS) accreditation application has recently been filed with CAAS. We expect a site review for BMTS before the end of this year. By the time this memo is distributed, Community Ambulance Service of Ohio will have just mailed their application as well. The next companies up for the CAAS application process are DMC Care Express and Scott & White in Texas.

Thank you all for your assistance in helping us achieve CAAS Accreditation for our family of companies!

From your Operations Manager

Shift Bid Awards

The following is a listing of recent shift awards. Congratulations to all who were successful.

Station 33 ALS

Congratulations to the Following Crew: