

Memorandum

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

There is a lot of information to communicate this pay period.

Happy Valentines Day: Take the time to do something nice with your Sweetheart on Valentine’s Day. I truly appreciate your “significant other” supporting you in your very important and sometimes dangerous work.

Mandatory Meetings: There are mandatory (**paid**) meetings scheduled for all CEMS employees starting this month. Please see the schedule on E-core.

National Association of Emergency Medical Technicians (NAEMT): If you get a chance, take a look at the website for NAEMT (www.NAEMT.org). It offers a lot of good information about your profession, and valuable discounts for members. Discounts range from conference registration savings, to Educational Scholarships, free subscriptions to EMS Magazine, NAEMT News, professional insurance and even reduced prices at some national theme parks.

NAEMT is the largest advocacy group for EMS Practitioners in the world! The biggest issue they are working on now is trying to get Congress to pass a law requiring federal death benefits be paid to survivors of EMS personnel killed in the line of duty. If passed the payment would be made to survivors, regardless of what type of employer the EMS Practitioner works for (ex. All of Us)! Please consider joining the group that is working so hard for you.

Membership is inexpensive and is also tax deductible!

Electronic Incident Reporting and E-Core Communications: The new Incident Reporting (IR) feature in E-core is working well. If you need assistance please ask any Manager or Supervisor.

We have the ability to monitor who is reading important messages on E-core. Policy updates, medical protocol revisions and urgent messages are posted on E-core. Please make sure both you and your partner are up to date with reading E-core messages! Please read your messages as it is important to keep up with new work requirements.

Botsford Kidney Center: Please only use the front entrance at this facility.

Congratulations to the Following Employees: This has been a great two weeks for commendations and compliments!

The crew of Eric Kamm & Rob Kirkland ran a Priority One call to Grand Court of Novi on February 4th. The Office manager told our Marketing Representative that the response was very fast, and their patient care was superb. She went on to say that our crews always look and act professionally; are on time and provide good patient care.

While visiting the Sanctuary of Bellbrook recently, our Marketing Representative received a compliment for one of our crews. The staff person at the facility said our crew provided great care to one of their residents, are pleasant to work with and are great EMS Practitioners. This commendation is for Dan Lee and Marty Lomakoski.

Lab courier John Bejster received a glowing email commendation from Botsford General Hospital's (BGH) Main Lab. One of the Lab's clients, ORH Macomb called to say how pleased they are with the outstanding service that John provides them on a daily basis.

The Fire Chief of Northville Township emailed a commendation for Operations Supervisor Brian Holzheimer. Brian helped out in a difficult situation and the Northville Fire crew reported his good work to their Chief.

Farmington Health Care Center commended the crew of Rae-Anne Lindemuth and Steve Bowman for outstanding work with their patients and the staff at the facility.

Thank you to these team members for making us all look great to our customers. I appreciate your professionalism and greatly value your dedication to your job.

Save Money/Build Your Wealth: This suggestion is for smokers and the people who care about them. I won't pontificate about health issue in this section, just financial implications. If a pack of cigarettes costs \$6.50 and you smoke **one** pack a week, you could save \$338.00 a year (\$6.50 x 52 weeks) by quitting. If you smoke a pack a day, you could save a whopping \$2,372.50 a year (\$6.50 x 365), by quitting! Savings may be greater, depending upon how much you pay for cigarettes. Keep more of your money in your pocket and live a healthier life!

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:

New Uniforms, New look, New Attitude

While dining at a local eating establishment the other night I came across the following and thought how appropriate it really is, especially at this time at REMS. Please take a moment to read and think about its message. We are what we want to be.

ATTITUDE

by: Charles Swindoll

The longer I live, the more I realize the impact of attitude on life.

Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home.

The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude... I am convinced that life is 10% what happens to me and 90% how I react to it.

And so it is with you... we are in charge of our attitudes.

Car Wash Update

The owner of our building stated yesterday that he would have the electricity in the garage completed within the next week. After that all is left is some heating work and we should be able to begin to utilize our car wash. In the meantime, your supervisors have access to the necessary funds to allow you to wash your vehicle at the car wash on Richfield west of Center Rd. Please see your supervisor to ensure that you may drive a clean vehicle.

Documentation Deficiency Forms

Soon you will begin receiving documentation deficiency forms. These forms are intended to help you understand those areas that are not completed enough to allow us to bill for our run. With a little work, we can correct the problem and the company can be paid for your hard work. It is after all the way we are able to pay our staff.

Kudos

Kudos to Mike Cunningham and Cary Ewing for a great job with a call from MRMC to Havenwyck. Not only did this crew call out at the hospital in two minutes, their entire call was completed in just 54 minutes. Remember it is no longer ok to meet the patients/facilities expectations, we must strive to exceed them with every action we take.

Posting

As part of our marketing strategy, we have diversified our posting plan and will be spreading our resources out a bit in order to best respond to clients in key areas. As such, if sent to a particular post, please go to that exact location. As an example, if sent to a Nursing Home to post, it may be because we are working with that facility to capture volume and a quick response time will help.

Medical Control Oversight

It is often amazing to hear the stories of paramedics and EMT's who fail to utilize their medical control to its fullest extent. For the life of me I have never been able to figure this out, could it be ego, could it be nerves, could it be a lack of understanding? Just a reminder, there is NOTHING wrong with contacting medical control to help with a calculation of a drug, an EKG interpretation, a protocol question, you name it. It is a lot easier to collaborate during a call then to go through the hassles of a formal inquiry and potential discipline by their governing boards at the conclusion of it.