

International Day of Medical Transporters

Every year on August 20th, International Day of Medical Transporters honors non-emergency and emergency medical drivers and the important work they do. They are the skilled professionals responsible for safely transporting patients from one location to another, often under challenging circumstances.

The history of Medical Transportation can be traced back to World War I where Field Ambulances transported those in need of medical care to facilities where they could be treated. This innovation moved into hospitals in the form of Medical Orderlies, and into the community in the form of ambulances. These intrepid souls would see their roles expand as time went by to include emergent care on the scene, assistance with surgery, handing out medication, and treating patients who are in isolation for their medical conditions. This of course has also expanded to include non-emergency medical transportation (NEMT).

Here at Medstar, we want to take this opportunity to recognize and honor our professional drivers for bridging the gap between patients and healthcare facilities for life-saving treatments and medical services. Today we have 178 professional drivers and are growing every year! As the backbone of our company's non-emergency medical transportation services, our drivers work tirelessly to ensure that patients arrive at the right place at the right time 24/7, and consistently go the extra mile to ensure all of our customers are treated with the respect and dignity they deserve— they truly are the unsung heroes of the healthcare community.

Let us take a moment to recognize and celebrate these unsung heroes. Their dedication and compassion deserve our gratitude and admiration. They are the driving force behind the healthcare system, ensuring that it runs smoothly and that patients receive the care they need when they need it the most.



SAFETY CORNER

Ensure All Items are Securely Stowed



Item securement is a critical aspect of transportation safety, especially with Medstar where clients' mobility devices or medical equipment are being transported. Here's why item securement is so important:

1. Passenger Safety: With Medstar services, clients often rely on mobility devices such as wheelchairs, scooters, and medical equipment like oxygen tanks. Properly securing these items prevents them from shifting, falling, or becoming projectiles during transit, which could lead to injury or discomfort for passengers.

2. Preventing Accidents: Loose or unsecured items can cause accidents within the vehicle. Items that move unexpectedly might distract you, obstruct your vision, or lead to loss of control. Secure items ensure a safe and stable environment for both you and the clients.

3. Impact on Driver: In case of sudden stops, turns, or accidents, unsecured items can collide you or interfere with your ability to operate the vehicle. This can compromise your control over the vehicle and increase the risk of accidents.

4. Compliance with Regulations: Many transportation regulations, including those governing para transit and medical transport, mandate proper item securement to ensure the safety of passengers. Failing to adhere to these regulations could lead to legal consequences for you and Medstar.

5. Liability Reduction: Proper item securement demonstrates a commitment to passenger safety. In case of accidents or injuries, demonstrating that all necessary precautions were taken can help mitigate liability for you and Medstar.

6. Passenger Comfort: Unsecured items can cause discomfort for clients by shifting, moving, or tipping during transit. Properly secured items provide a more comfortable ride and enhance the overall client experience.

7. Preventing Damage: Proper item securement helps protect both the clients belongings and the vehicle itself. Shifting items can cause damage to the vehicle's interior or other clients belongings.

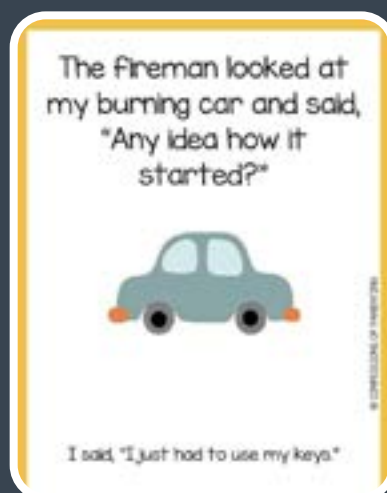
8. Professionalism: Ensuring that clients items are securely fastened demonstrates professionalism and respect for the clients needs and belongings. It enhances the reputation of the transportation service and contributes to positive customer experiences.

9. Emergency Preparedness: In emergency situations such as sudden stops, swerves, or collisions, properly secured items are less likely to become hazards or obstacles that hinder the evacuation of clients and the driver.

10. Operator Confidence: Drivers who know that items are securely fastened can focus on driving without worrying about sudden movements or distractions caused by unsecured items.

Overall, item securement is an important practice that contributes to the safety, comfort, and overall positive experience of both clients and drivers. It's a responsibility that should not be overlooked, as it directly impacts the well-being of those being transported and everyone sharing the road.

MEDSTAR LAUGHS



HUMAN RESOURCES CORNER

Monthly Performance Bonus Breakdown Review

We are delighted to share that we have started out sending your monthly comprehensive bonus breakdown report. This report provides a thorough assessment of both your performance and safety ratings, accompanied by an explanation of the underlying criteria. Going forward, you can expect to receive this report on a monthly basis via email.

This endeavor is designed not only to keep you well-informed but also to serve as a wellspring of motivation, nurturing a culture of continual enhancement. Should you require any clarification or have queries, we strongly encourage you to promptly engage with your Direct Supervisor/ Dispatcher or to discuss the matter during your scheduled 3C Meetings. For inquiries related to your hours or attendance, please don't hesitate to reach out to our HR department at hr@gomedstar.com.

We highly value your proactive approach to seeking clarity, as it aligns with our commitment to maintaining transparency and ensuring your comprehensive grasp of this bonus program.

Celebrating Excellence: Recognizing Our Top-Performing Office Staff!

We take immense pride in announcing the outstanding achievements of our office staff over the past month. According to DeskTime reports, our Employee Productivity Rate has reached an impressive 92.67%, coupled with an exceptional Effectiveness Rate of 90.49%.

Join us in applauding our top three most productive individuals: Ria Madlangbayan, Jeff Lapitan, and Bia Cinco. Their exceptional performance is a testament to their dedication and hard work, as assessed through the following meticulous criteria:

- Attainment of the highest productivity rate
- Adherence to the designated threshold for total work hours
- Minimal idle time to ensure continuous engagement
- Minimal neutral time for optimized efficiency

Furthermore, we extend our congratulations to the IT/Support/ Fleet Department for attaining the distinction of the most productive department last month. This achievement is based on the following:

- Highest productivity rate within the organization
- Longest duration of desktime, showcasing sustained commitment
- Lowest offline time, underscoring consistent availability and engagement

These accomplishments highlight not only individual excellence but also collaborative success. We commend all those who have contributed to our continued growth and productivity, and we look forward to even more remarkable achievements in the months ahead.



| RIA



| JEFF



| BIA

TESTIMONIALS



Juan is fantastic and a good person. He's really nice and respectful. He also drives very well.

- **Richard P.**



Thank you greatly for Garth's excellent service. He was pleasant and made my trip enjoyable.

- **Marion S.**



Andreina and Eva are really sweet drivers. I am very happy with Medstar's services compared to when I lived in Everett.

- **Margaret S.**



Steve is very respectful and well-mannered. I am very thankful for having such a safe driver around.

- **Anonymous Client**

HEALTH CORNER

Beating the Heat: Essential Tips for Staying Safe and Cool During Hot Weather



When the sun turns up the heat and the temperatures start soaring, staying safe and cool becomes a top priority. Hot or scorching weather can pose serious health risks, but with the right precautions, you can enjoy the summer while keeping yourself and your loved ones safe. In this blog, we'll explore some essential tips to help you beat the heat and stay comfortable even on the hottest of days.

Stay Hydrated

Hydration is key to surviving hot weather. Drink plenty of water throughout the day, even if you don't feel thirsty. Avoid excessive caffeine and alcohol, as they can contribute to dehydration. Carry a reusable water bottle with you wherever you go to ensure you have easy access to fluids.

Dress Appropriately

Opt for loose-fitting, light-colored clothing made of breathable fabrics like cotton. Light colors reflect the sun's rays, while loose clothing allows air circulation, helping to keep your body temperature down.

Seek Shade

When outdoors, take advantage

of shaded areas to reduce your exposure to direct sunlight. A wide-brimmed hat and sunglasses can provide additional protection for your face and eyes.

Use Sunscreen

Apply sunscreen with a high SPF (Sun Protection Factor) to shield your skin from harmful UV rays. Reapply every two hours, especially after swimming or sweating.

Time Your Outdoor Activities

Plan your outdoor activities during the cooler parts of the day, such as early morning or late evening. Avoid being outdoors during the peak heat of the day, usually between 10 a.m. and 4 p.m.

Stay Cool Indoors

If possible, stay indoors during the hottest parts of the day. Use fans and air conditioning to keep your living spaces cool. If you don't have air conditioning, consider spending time in public places like shopping malls or community centers.

Use Cooling Products

Cooling towels, misting fans, and handheld fans can provide instant relief by lowering your

body temperature. You can also place a damp cloth on your forehead or the back of your neck to help cool down.

Know the Signs of Heat-Related Illnesses

Educate yourself about the symptoms of heat-related illnesses such as heat exhaustion and heatstroke. These can include heavy sweating, nausea, dizziness, confusion, and even loss of consciousness. If you or someone else shows these symptoms, take immediate action by moving to a cooler place, hydrating, and seeking medical attention if necessary.

For our drivers, it's crucial to prioritize safety and comfort while on the road. Whether you're embarking on a long road trip or just heading to work, these essential tips will help you stay cool and ensure a safe journey during the hottest days.

Prepare Your Vehicle

Before hitting the road, make sure your vehicle is in optimal condition to handle the heat. Check your vehicle's coolant levels, oil levels, and tire pressure. A well-maintained vehicle is less likely to experience overheating or breakdowns.

Park Smartly

When parking, look for shaded spots whenever possible. If shade isn't available, use a windshield sunshade to block direct sunlight from entering your vehicle, preventing it from turning into an oven.

Plan for Pit Stops

Whenever possible, plan for regular breaks to rest and cool off. Rest areas, gas stations, and restaurants can provide a welcome respite from the heat. Use these breaks to hydrate, stretch, and recharge.

Use Sunshades and Window Tinting

Consider using sunshades for your side windows and rear windshield to block out direct sunlight. Window tinting can also help reduce the heat inside your vehicle.

Be Mindful of Hot Surfaces

Steering wheels, seatbelts, and other surfaces in your vehicle can become extremely hot under the sun. Use a towel or sunshade to cover them when parked to avoid burns.

Watch for Warning Signs

Be attentive to your body's signals. If you start feeling dizzy, nauseous, or excessively tired, pull over immediately, find shade, and hydrate. These could be signs of heat-related illnesses.

Know Alternate Routes

Be aware of alternate routes that offer more shade or take you through cooler areas. GPS apps often provide real-time traffic and weather updates that can help you choose the best path.

By following these tips, you can enjoy the season while safeguarding your health and well-being. Remember, staying safe and cool is all about being prepared, staying hydrated, and listening to your body's cues. With a little foresight and care, you can beat the heat and make the most of the sunny days ahead. For our drivers, these tips can ensure a safe and comfortable journey, no matter how high the temperatures soar. Remember, safety comes first, so take the necessary steps to keep yourself and your passengers safe while on the road during hot weather conditions.

Welcome TO MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from July 19, 2023, to August 17, 2023!

ROLLEN B. ACCOUNTING ASST.	JR M. TRANSPORTATION
JOSHUA D. TRANSPORTATION	CRISTIAN N. TRANSPORTATION
DOUGLAS S. TRANSPORTATION	KATRINA C. TRANSPORTATION
WILLIAM F. TRANSPORTATION	BEN N. TRANSPORTATION
BILLSON S. TRANSPORTATION	HOUSTYN H. TRANSPORTATION
YASKO C. TRANSPORTATION	ERIKA A. TRANSPORTATION
STEVE D. TRANSPORTATION	MANUEL Z. TRANSPORTATION
PATRICIA G. TRANSPORTATION	DANIEL F. TRANSPORTATION
DOM G. TRANSPORTATION	ATHENA B. TRANSPORTATION
ROGER W. TRANSPORTATION	AJ L. TRANSPORTATION
RHI N. ADMIN ASSISTANT	DANIEL D. TRANSPORTATION
RANDY J. TRANSPORTATION	FAYE C. TRANSPORTATION

EMPLOYMENT ANNIVERSARIES *for August*

3 YEARS GELENE D. AUGUST 1	1 YEAR JASON F. AUGUST 3
2 YEARS SANDY M. AUGUST 3	2 YEARS IVAN L. AUGUST 3
6 YEARS MICHAEL T. AUGUST 7	6 YEARS MICHAEL B. AUGUST 8
4 YEARS DIEGO V. AUGUST 9	3 YEARS DWAYNE E. AUGUST 13
1 YEAR TERRI W. AUGUST 15	5 YEARS GEORGEANA R. AUGUST 16
2 YEARS TRAVIS C. AUGUST 16	1 YEAR ELI M. AUGUST 22
4 YEARS JOSEPH B. AUGUST 23	2 YEARS EMILY F. AUGUST 24
1 YEAR DEVIN H. AUGUST 25	5 YEARS TERESA A. AUGUST 27
1 YEAR RENEE S. AUGUST 29	6 YEARS RICH N. AUGUST 29
1 YEAR KRISTINE D. AUGUST 31	1 YEAR MARICRUZ R. AUGUST 31
1 YEAR ADALI L. AUGUST 31	13 YEARS WADE G. AUGUST 14

HEALTH CORNER

Creating a Culture of Health: The Power of Healthy Workplace Practices

In today's fast-paced world, work often consumes a significant portion of our lives, and maintaining a healthy work environment is crucial for both employees and employers. Healthy workplace practices not only foster a positive and productive atmosphere but also contribute to the overall well-being and success of individuals and organizations. In this blog, we will explore the importance of healthy workplace practices and discuss some effective strategies to create a culture of health in your workplace.

For our drivers, the workplace is not confined within the walls of an office but extends to the open road. As drivers spend a significant amount of time behind the wheel, it becomes essential to prioritize their well-being and foster a healthy work environment. In this blog, we will explore the unique challenges faced by drivers and discuss some effective strategies to promote healthy workplace practices specifically tailored to their needs.

In this article, we have several tips in promoting a culture of healthy workplace practices:

Encouraging Work-Life Balance

One of the fundamental aspects of a healthy workplace is promoting work-life balance. Employers should strive to create an environment where employees can effectively manage their work responsibilities while also taking care of their personal lives. Encouraging flexible work hours, providing opportunities for remote work, and promoting regular breaks can help employees maintain a healthy balance and reduce stress levels.

For our drivers, long hours of sitting and the sedentary nature of driving can have a negative impact on drivers' physical health. Encouraging regular exercise and physical activity is crucial for combating these challenges. Additionally, promoting healthy eating habits by offering nutritious food options and providing information on healthy snacking can contribute to drivers' overall well-being.

Supporting Mental Health

Mental health is an essential component of overall wellness, and workplaces have a responsibility to foster an environment that supports employees' mental well-being. Employers can create mental health initiatives by offering access to counseling services, implementing stress management programs, and promoting open communication and support networks. Encouraging regular breaks, establishing quiet spaces for relaxation or meditation, and organizing workshops on mindfulness and resilience can also be beneficial.

For our drivers, driving can be mentally demanding and stressful, making it vital to address drivers' mental health needs. This can include offering access to counseling services, organizing workshops on stress reduction and resilience, and encouraging regular breaks to rest and recharge. Creating a supportive and communicative work environment where drivers can openly discuss their concerns and challenges is also crucial.

Promoting Communication, Connection, and Collaboration

A healthy workplace thrives on effective collaboration and open communication. Employers should promote a culture of respect, inclusivity, and teamwork. Encouraging regular team meetings, providing platforms for idea-sharing and feedback, and fostering a supportive environment where everyone feels valued can contribute to a positive work atmosphere. Moreover, establishing clear channels of communication, both vertically and horizontally, helps ensure that information flows smoothly and conflicts are addressed promptly.

Our drivers often work independently, which can lead to feelings of isolation. Fostering open communication and connection among drivers and between drivers and management is essential. Employers can establish communication platforms where drivers can share their experiences, challenges, and suggestions. Regular team meetings, newsletters, or virtual platforms can help drivers feel connected and supported. Additionally, organizing driver appreciation events or recognition programs can boost morale and create a sense of belonging.

Overall, creating a healthy workplace is a multifaceted endeavor that requires the collective effort of both employers and employees. By prioritizing work-life balance, supporting physical and mental health, promoting collaboration and communication, investing in professional development, and recognizing achievements, organizations can cultivate a culture of health that benefits everyone involved. Remember, a healthy workplace is not only a catalyst for individual well-being but also a recipe for long-term success and growth.

MEDSTAR LAUGHS

POV: You just got back from vacation and are trying to remember how to do your job



I'M GONNA PASS YOU THEN SLOW DOWN



It's called a



What do french fries do when they meet after a long time?



They ketchup!

MEDSTAR'S BIRTHDAY WALL



It's our CEO's - Justin Bergener's birthday last August 5! As such, along with our August celebrators, we want to honor and thank him.

We want to thank Justin for the journey we share with him as a visionary leader in the transportation industry. His dedication, innovation, and genuine care for both employees and the growth of the business have truly set you apart as an exceptional CEO.

Thank you for your leadership style isn't just about

conquering new heights in the transportation sector; it's about conquering hearts and minds. Your relentless pursuit of innovation and growth is nothing short of inspiring. Your ability to turn challenges into opportunities and to embrace change has propelled our company to unimaginable heights.

What truly sets you apart, however, is your unwavering commitment to the wellbeing of every employee under your guidance. Your genuine concern for their welfare, development, and happiness is a testament to your leadership's human touch. Your approach not only fosters a strong and united team but

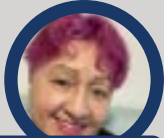
also drives the success of the business by nurturing its most valuable asset—its people.

For your birthday, we want you to know that you're not just a CEO to us, but a mentor, a role model, and a friend. Your guidance, support, and belief in each one of us have shaped us into better professionals and better people.

We hope that your birthday was as remarkable as the journey you've taken us on—filled with joy, success, and the warmth of the appreciation and respect you've earned from all of us.

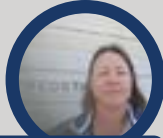
Warmest Wishes,
Medstar Team

AUGUST 1



PATRICIA G.

AUGUST 3



OCTOBER B.

AUGUST 5



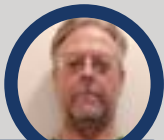
VANJOVIC C.

AUGUST 8



ALEX S.

AUGUST 8



CURTIS H.

AUGUST 9



TODD R.

AUGUST 11



DWAYNE E.

AUGUST 11



AARIKA H.

AUGUST 12



JUAN M.

AUGUST 15



MARION D.

AUGUST 21



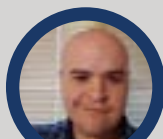
ANGEL M.

AUGUST 23



STEVE DS.

AUGUST 26



ANTHONY C.

“May the joy that you have spread in the past come back to you on your birthday. Happy Birthday!”

-FROM YOUR MEDSTAR FAMILY