

# Introducing our outstanding MedSTARS for Q3!

Driver of the Quarter

Office Staff of the Quarter

Trainers of the Quarter

We are proud to acknowledge our outstanding team members for Quarter 3!



**Julio Alonso**

Driver of the Quarter

- Achieved an impressive **40 hours of Save-the-Day** points.
- Maintained an exemplary record with **zero callouts**.
- Consistently received a **top rating of 5** each month on performance evaluations.
- Demonstrated an **unwavering commitment to safety**, with no accidents or safety violations and zero writeups received.



**Lloyd Bennett** (East)

Trainer of the Quarter

Known for being highly reliable and conducted the most vehicle training sessions. Celebrating an impressive 30 years with the company, Lloyd continues to maintain a high-performance rating.

**Susan Hansch** (West)

Trainer of the Quarter



Equally reliable and a top trainer, Susan conducted the highest number of vehicle training sessions and recorded almost zero callouts. Her consistent high-performance rating demonstrates her exceptional commitment to excellence.

## October Brost

Office Staff of the Quarter



- Callouts:** An impressive 0 hours, showing her unwavering commitment to her scheduled shifts.
- Save the Day Points:** Recorded 12 hours officially, but often went above and beyond by staying late or coming in as needed beyond her scheduled shifts.
- Total Number of Calls Taken:** An astounding 2,181, reflecting her exceptional dedication to her role.
- Average Call Duration:** Maintained a highly efficient average call duration of 2 minutes and 35 seconds.
- PFP Surveys:** Completed 213 surveys and received 84 fully completed responses, achieving an average of 7 surveys per week, which aligns perfectly with her KPI.
- Had an **impressive average call duration** of 2 minutes and 35 seconds.
- Possesses a **proactive and go-getter** attitude.

On behalf of Medstar Transportation, we would like to extend our heartfelt gratitude to our driver, office staff, and trainers of the quarter drivers for your unwavering commitment to the company.

Your hard work and dedication do not go unnoticed. We value each one of you. Thank you for your exceptional service in delivering health and happiness through safe service!

# Human Resources



## Missed the RDH Webinar? Access the recording through this link:

<https://www.youtube.com/watch?v=HCjO3IUPyRI>

## Redirect Health Everyday 1to1 App Enhancements: Streamlined Experience to Optimize Our Team's Experiences With EverydayCARE® Health Plans

We're excited to announce new enhancements to the Redirect Health Everyday 1to1 App, designed to streamline our team's experiences with the EverydayCARE® health plans!

### New Features

#### Out-of-Pocket Summary

View your out-of-pocket cost history for all claims received as of the prior month, and see when your doctors haven't submitted the claim yet. This can help you identify and resolve any issues with billing or duplicate charges.

#### Pay Your Doctor

Show your doctors how to get paid quickly and with certainty. Payment usually occurs within 7 days when a doctor submits their claim directly to Redirect Health using our electronic Payor ID.

#### Update Your Records

Make sure that the RDH medical team has any new (or old) information about conditions, medications, etc. so your medical records are up-to-date when you have a Virtual-first Primary Care callback.

### Benefits

#### Save time and money

The Redirect Health Everyday 1to1 App makes it easy to manage your health care finances and get the care you need, when you need it.

#### Reduce stress

With the App, you can stay organized and be informed about your health care, which can help reduce stress and anxiety.

#### Get the best possible care

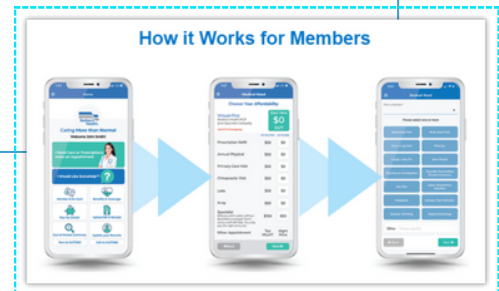
By providing the RDH medical team with up-to-date information about your health, you can ensure that you receive the best possible care.

### How to Access the App

To download the Redirect Health Everyday 1to1 App, simply visit the App Store or Google Play. Once downloaded, open the app and log in using your EverydayCARE® member ID and password.

## Accessing Care on Your Schedule

With EverydayCARE®, Redirect Health streamlines your healthcare journey using at-your-fingertips technology. This is healthcare as it should be. Plans are app-based and virtual-first. Access care anytime, from anywhere, 24/7/365, in English and Spanish.



### Hit-the-Ground Running Program

Get set up and get a head start on obvious needs before the plan starts.

### Use the Redirect Health Member App

Use the Member App anytime, 24/7/365. Members can schedule a call with a Redirect Health primary care provider for free. Notify the RDH team of upcoming appointments to get the lowest possible copays. Fill a prescription or submit an **ExtraHelp**™ ticket for issues that get off track.

### Coordinate Care - Virtual-First

Start care conveniently without having to take time off work. Members simply choose a time and a Redirect Health provider will give them a call.

### Navigate the Healthcare System

RDH will expertly guide you through the healthcare system, making sure you receive the CARE you need without spending more time or money than necessary.

### Follow-Up

Follow-up is an important part of a member's healthcare journey. Sometimes, treatment may not have the desired effect, or there may be additional questions or concerns. RDH will ensure that everything is resolved.

**Questions?** If you have any questions about the Redirect Health Everyday 1to1 App or the new enhancements, please contact RDH's customer support team at 1-800-555-1212. We hope you enjoy these new features and the streamlined experience they offer!



### Access Your Paystubs Online with Intuit QuickBooks Workforce

by Kristine De Los Reyes

Paystubs are vital records, offering a detailed breakdown of your income and deductions for each pay period. They serve as an invaluable tool for financial management and proof of income when required. With Intuit QuickBooks Workforce, you have the power to access your paystubs and W-2s from anywhere, at any time.

Here's how you can seamlessly access your paystubs with **Intuit QuickBooks Workforce**:

#### 1. Log in with Ease

- Access QuickBooks Workforce through their website or by downloading the QuickBooks Workforce app, available on both the App Store and Google Play.
- Sign in to QuickBooks Workforce using your registered email address or phone number.
- For new Medstar team members, simply keep an eye on your inbox for an email invitation to join QuickBooks Workforce. This invitation will contain a link that leads you to the sign-in page. In the unlikely event that you don't receive an email invitation, don't hesitate to reach out to [accounting@gomedstar.com](mailto:accounting@gomedstar.com).

#### 2. Explore Your Financial Records

- To view a specific paystub or W-2, just click on the date or year of the document.
- Then, you'll find a comprehensive breakdown of your income and deductions.
- You can also conveniently download or print the document for your personal records.

Embracing Intuit QuickBooks Workforce comes with a host of benefits:

- **Convenience** means that you can access your paystubs and W-2s anytime, anywhere. You can also download or print them for your records or use them as proof of income when you apply for loans, credit cards, or other financial services.

- **Accuracy** means that you can check your paystubs and W-2s for any errors or discrepancies and report them to us as soon as possible. You can also update and manage your employee profile information, such as your legal name, birth date, gender, address, emergency contact, and profile photo. This way, you can ensure that your personal and financial data is accurate and up-to-date. By managing your employee profile, you can avoid any problems or delays in receiving your paychecks and W-2s by mail or direct deposit.
- **Security** means that you can trust that your personal and financial data is protected by Intuit's encryption and privacy policies. You can also set up a password and security questions to prevent unauthorized access to your account.

We hope this information has been both helpful and informative. We strongly encourage you to sign up for Intuit QuickBooks Workforce today and start experiencing the benefits of hassle-free financial management.

Thank you for being part of the Medstar family. Here's to simplified finances and brighter days ahead!

### Introducing GOIN' Time Tracking - A New Way to Track Driver Hours!

by Haizel Baga

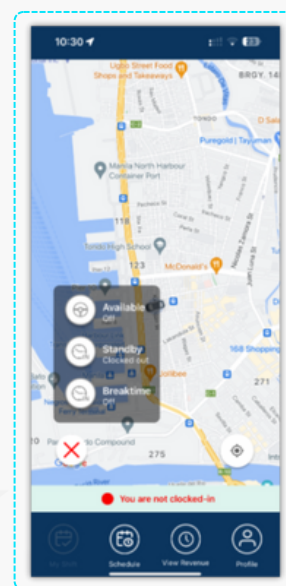
We are thrilled to unveil the latest enhancement to the **GOIN' app** - the all-new GOIN' Time Tracking feature! This powerful addition is designed to simplify and streamline your time-tracking needs.

**With GOIN' Time Tracking, you can now effortlessly:**

- 🕒 Start and stop your shifts with just a tap on the application.

You can choose your availability status:

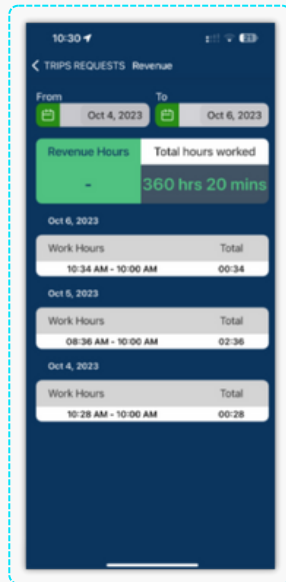
- Available
- Standby
- Breaktime





### Easily view your daily hours directly within the app.

You can check your daily hours and revenue on the app by selecting the date filter. This will show you the total hours you worked for that specific period. You can also see your total revenue hours by clicking on the Revenue Hours button.



To start enjoying the benefits of GOIN' Time Tracking, simply update your app to the latest version. Once you've completed this quick update, you'll be ready to make the most of this exciting new feature.

Please take note that GOIN' Time Tracking is already fully operational starting this October. However, during this transition period, we kindly request that you **continue using Clockify to track your hours and earnings alongside the GOIN' Time Tracking feature.** This dual approach ensures a seamless and accurate payment process for all our valued users.

Additionally, we'd like to highlight a unique feature within GOIN' Time Tracking - an automated clock-out system. To comply with legal regulations and safety standards for driving hours, GOIN' Time Tracking will prompt you at 11:59 p.m. to either continue driving or end your shift. If there is no response within the allotted time, the app will automatically clock you out of GOIN'. Rest assured, you can always start a fresh shift the following day.

We believe that GOIN' Time Tracking will significantly enhance your experience with our app, making your workdays more efficient and hassle-free. We sincerely appreciate your cooperation and patience as we transition to this innovative system.

*Stay tuned for further updates and keep GOIN'!*

## Ensuring Precision: Your Odometer Reading Matters!

by Kathleen Moselle Tobias & Joji Gonzales

Odometer readings are considered one of the most essential data points in fleet management. Not only does having accurate odometer values help guarantee that preventative maintenance is kept current (which ensures a safe fleet), it also provides accurate vehicle valuation and lifecycle stage data for right-sizing.

Having accurate and current odometer values helps you determine the value of the vehicle and be able to make decisions about when and if you should dispose of it. Keeping an aging fleet past its optimal financial lifespan can cause a fleet to incur costs ranging from excessive maintenance to increased fuel usage and, ultimately, reduced utilization.

At Medstar, we take pride in our commitment to excellence, and a crucial part of maintaining our high standards is ensuring the accuracy of our operations, big and small. For today, we want to emphasize the importance of accurate odometer readings.

Your odometer is not just a number on your dashboard; it's a critical tool that affects various aspects of our operations and your experience as a driver.

### Why Does Odometer Accuracy Matter?

- **Billing Accuracy:** Precise odometer readings are essential for accurate billing and compensation. We want to ensure that you are compensated fairly for the hard work you put in

- **Maintenance Planning:** Accurate mileage data helps us plan and execute timely vehicle maintenance. This ensures that our fleet remains in top condition, reducing the chances of unexpected breakdowns on the road.
- **Regulatory Compliance:** Compliance with regulations is crucial in our industry. Accurate odometer readings are often required for compliance with state and federal regulations.

### What You Can Do

- **Regular Checks:** Make it a habit to check your odometer regularly, especially at the start and end of your shifts or trips. Ensure that it is functioning correctly.
- **Report Issues Promptly:** If you notice any discrepancies or issues with your odometer readings, please report them to our maintenance team or your supervisor as soon as possible. Timely reporting helps us address issues efficiently.
- **Document Mileage:** Keep a record of your mileage, particularly if you use your vehicle for personal trips or if you need to provide documentation for any reason.
- **Scheduled Maintenance:** Ensure that your vehicle's odometer is checked and calibrated during scheduled maintenance visits.

### Frequent errors

- **Entering tenths of miles:** results in tens of thousands of miles more than the actual reading.
- **Reporting kilometers rather than miles:** results in a significant increase in the number of miles reported.
- **Guessing the odometer reading:** sometimes forgetting to input odometer on the spot may result to drivers estimating the reading which may lead to unreliable and inaccurate data.

By paying attention to the accuracy of your odometer readings, you play a vital role in maintaining the integrity of our operations. We appreciate your diligence in this matter, as it reflects our collective commitment to excellence.

Thank you for your dedication to Medstar and for helping us maintain the precision and reliability our clients expect from us. Have safe and successful journeys ahead!



## Revealing the Unseen: Blinders Off for Enhanced Road Safety

Adjusting your car mirrors properly is crucial for minimizing blind spots and ensuring safe driving. To set your mirrors to see the blind spots in a car, follow these steps:

### Driver's Side Mirror

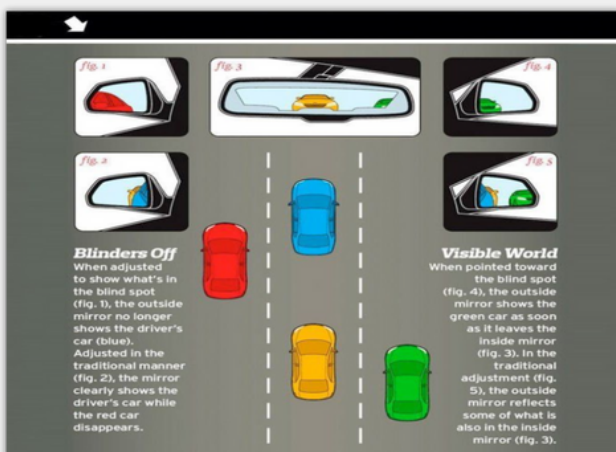
- Sit in the driver's seat and adjust your rearview mirror to your liking, so you have a clear view of what's directly behind you.
- Lean to the left until your head almost touches the driver's side window.
- Adjust the driver's side mirror outward until you can just see the side of your car in the mirror. This is to ensure that you eliminate as much overlap as possible between the rearview mirror and the driver's side mirror.

### Passenger Side Mirror

- Lean to the right, so your head is centered in the middle of the car (above the center console).
- Adjust the passenger side mirror outward until you can just see the side of your car in the mirror, similar to the driver's side mirror.

### Final Adjustments

- Sit back in the normal driving position.
- Check all three mirrors (rearview, driver's side, and passenger side) to make sure you have a continuous view without any overlap.
- Ensure that you can barely see the sides of your car in the driver's side and passenger side mirrors, but you have a clear line of sight to adjacent lanes.



The goal of this mirror adjustment method is to maximize your view of the areas beside and behind your car, which are typically your blind spots. Keep in mind that you should also rely on your peripheral vision and physically turning your head to check blind spots when changing lanes or making maneuvers.

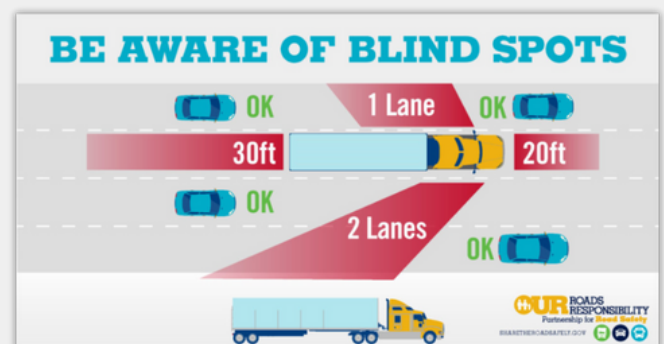
Regularly check and adjust your mirrors as needed to ensure they provide the best coverage while driving. Properly adjusted mirrors can significantly enhance your safety on the road.

### Don't Follow Too Close & Stay Out Of Large Truck Blind Spots

Maintaining a safe following distance from a large truck is crucial to avoid dangerous situations. Following too closely can lead to perilous scenarios, such as running a red light because you couldn't see the light change or failing to evade an accident when the truck changes lanes abruptly.

**Large trucks have larger blind spots than regular cars, particularly on the right side. To avoid these areas, remember the acronym "No-Zones"**

- **Front No-Zone:** Don't cut too closely in front of a truck; they require more time to stop.
- **Rear No-Zone:** Don't tailgate a truck, as they might not see you behind them.
- **Left Side No-Zone:** Avoid lingering next to the driver's side of a truck; they have a limited view in this area.
- **Right Side No-Zone:** The largest blind spot is on the right side of a truck. Try to avoid this area completely.



Remember that truck drivers have a challenging job, and it's in your best interest to drive safely and courteously around them. By being aware of their blind spots and taking proactive measures, you can reduce the risk of accidents involving semi-trucks.

## Shining a Pink Light on Breast Cancer Awareness Month



October is more than just a month filled with falling leaves and pumpkin spice lattes. It's a time when pink takes center stage as we collectively come together to raise awareness for breast cancer. Breast Cancer Awareness Month is a global campaign dedicated to educating people about breast cancer, encouraging early detection, supporting survivors, and advancing research. In this blog, we'll delve into the importance of this month, the impact of breast cancer, and how we can all make a difference.

### Understanding Breast Cancer

Breast cancer is the most common cancer among women worldwide, and it can also affect men, though at a much lower rate. This disease originates in the breast tissue, and early detection plays a pivotal role in improving survival rates. Breast Cancer Awareness Month is an opportunity to spread information about the causes, risk factors, and prevention methods of this disease.

### Promoting Early Detection

One of the primary goals of Breast Cancer Awareness Month is to emphasize the importance of early detection. Mammograms, clinical breast exams, and self-breast exams can help identify breast cancer in its early stages when it is most treatable. Encouraging people to be proactive about their breast health can save lives. Moreover, knowing the signs and symptoms of breast cancer is crucial for early diagnosis.

### Support for Survivors

Breast cancer is a physically and emotionally challenging journey, and survivors need support and encouragement. During Breast Cancer Awareness Month, various organizations and communities come together to show their support. It's a time for survivors to share their stories, for friends and family to provide a shoulder to lean on, and for society as a whole to recognize the strength and resilience of those who have battled this disease.

### Fundraising for Research

Breast Cancer Awareness Month also serves as a crucial period for fundraising efforts. These funds are channeled into research aimed at finding better treatments, improving early detection methods, and ultimately, finding a cure. By participating in events like charity walks, runs, or local fundraisers, we contribute to the advancement of breast cancer research.

### Spreading Awareness

The pink ribbon, a universal symbol of breast cancer awareness, becomes ubiquitous during October. Beyond the ribbon, various activities, events, and educational campaigns are organized to spread awareness. From social media campaigns to educational seminars, these efforts are designed to reach a broader audience and educate them about breast cancer prevention and support.

### How You Can Make a Difference

#### Self-Examination

Educate yourself and your loved ones about how to perform self-breast exams. Encourage regular check-ups and mammograms for those at risk.

#### Fundraising

Participate in local charity events or donate to reputable organizations dedicated to breast cancer research and support.

#### Support

If you know someone who is battling breast cancer, offer emotional support. A listening ear, a helping hand, or a heartfelt message can make a significant difference.

#### Spread Awareness

Use your social media platform to share information, personal stories, and educational content about breast cancer. You might inspire someone to take action.

#### Educate Yourself

Learn about the risk factors, symptoms, and treatment options related to breast cancer. Knowledge is a powerful tool in the fight against this disease.

Breast Cancer Awareness Month is more than just wearing pink; it's about solidarity, awareness, early detection, and support for those affected by breast cancer. By actively participating in this global campaign, we can make a difference in the lives of countless individuals. Together, we can work towards a world where breast cancer is detected early, treated effectively, and, one day, eradicated. So, let's paint the world pink and stand up to breast cancer with courage, compassion, and knowledge.

# New Hires

We welcome the following employees who have recently been hired as drivers and office staff from September 22, 2023 to October 18, 2023!

## Drivers in Training

Sotelo, Aleyda  
Norman, DeJon  
Foster, Shawn  
Salanoa, Thomas  
Ghiglione, Kevin

## Drivers

Del Toro, Paul  
Smith, Aaron  
Evitts, Tianna  
Cox, Paul  
Petculescu,  
George  
Githinji, Peter

## Accountant

Gelera, Chima  
Cleopas, Francis

## Customer Service Representative

Nunez, Mika

# October Celebrators



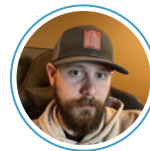
OCT  
1

Irma  
S.



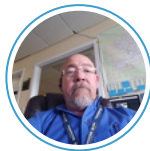
OCT  
2

Shawn  
S.



OCT  
6

Jaye  
M.



OCT  
8

Lloyd  
B.



OCT  
10

Jefferson  
L.



OCT  
11

Daniel  
D.



OCT  
12

Maria  
A.



OCT  
13

Leonel  
L.



OCT  
14

Micko  
D. R.



OCT  
17

Robert  
C.



OCT  
22

Shane  
H.



OCT  
24

Daniel  
C.



OCT  
25

Jonathan  
G.



OCT  
27

Kathleen  
Moselle T.



OCT  
29

Sheri  
M.



OCT  
29

Gabriel  
K.

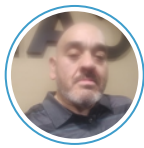
# November Celebrators



NOV 3  
**Butch M.**



NOV 4  
**Alicia S.**



NOV 4  
**Anthony P.**



NOV 4  
**Wel A.**



NOV 6  
**Dawn N.**



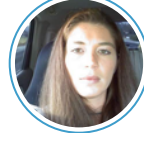
NOV 7  
**Andreina C.**



NOV 7  
**Alex H.**



NOV 7  
**Lana T.**



NOV 9  
**Nicole C.**



NOV 11  
**Brandy D.**



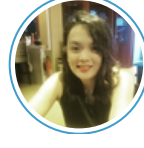
NOV 12  
**Daniel V.**



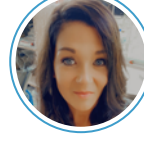
NOV 15  
**Robert D.**



NOV 15  
**Ezzie C.**



NOV 16  
**Glynis N.**



NOV 16  
**Emily F.**



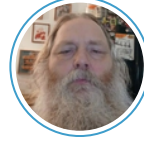
NOV 16  
**Gelene D.**



NOV 19  
**Marielle A.**



NOV 23  
**Haizel B.**



NOV 24  
**Rex N.**



NOV 25  
**Michael B.**



NOV 28  
**Willie M.**



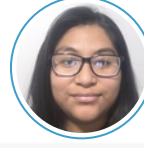
NOV 28  
**Larry B.**



NOV 29  
**Douglas H.**



NOV 30  
**Jocelyn M.**



NOV 30  
**Xochil G.**

# Work Anniversaries



**Alix S.**  
2 years on October 1



**Lloyd B.**  
30 years on October 3



**Beatriz C.**  
1 year on October 4



**Amy M.**  
1 year on October 5



**Rhiannon S.**  
1 year on October 5



**Sheri P.**  
3 years on October 7



**Rocky N.**  
12 years on October 10



**Felix V.**  
1 year on October 10



**Lex R.**  
1 year on October 14



**Tom F.**  
1 year on October 14



**Dawn D.**  
1 year on October 15



**Michele B.**  
2 years on October 18



**Duncan D.**  
1 year on October 18



**Andrew H.**  
2 years on October 21



**Garth S.**  
5 years on October 22



**Shawn S.**  
5 years on October 22



**Rob B.**  
5 years on October 25



**Angel M.**  
2 years on October 29



**Matt S.**  
1 year on October 31



# Positive Reviews

Call Center is very helpful and empathetic.  
—Dianne D.W.

Tianna E. is an amazing driver.  
—October B.

Please inform the management that Elizabeth M. and Dennis J. are awesome drivers and very pleasant to ride with.  
—JD O.

✓ David O. commented on Medstar's services, ranging from CSRs to drivers. He stated that he is really happy with the services that Medstar provides him and even wanted to speak to a supervisor to make sure it is passed on.

“Hello Gelene, thank you so much! It's exciting to be part of a team/company with a positive mindset. I appreciate that I am proud to work for and stand behind a business that truly wants to constantly improve and serve clients' needs at a high standard. I especially appreciate that we serve veterans, as it is my passion. Thank you for your feedback. You are so cool and kind, and I am grateful for your communication. I hope you'd have an amazing rest, Gelene!

—Sari H.

“Kudos to Marka. While all drivers are amazing, Marka was most wonderful today and I enjoyed every trip that I had with her.

—Marlene C.

“I really appreciate the whole staff. As I said before, I would not know what I'll do without Dial A Ride in my life. You make such a difference in my life. I thank you all.  
—Dianne DW