

New Year, New Challenge!



One of our core values at Medstar is “Seek Growth”. We pride ourselves as a team that has a passion for learning and growth. Seeking growth begins during onboarding where we receive the necessary training to fulfill our roles. Throughout our employment, we are offered continuing education and further technical skills training. Aside from this, we get opportunities to work with someone from a different department, to mentor someone, to lead a project, to receive coaching, or to receive feedback from clients.

Seeking growth entails that we are willing to improve in line with evolving trends and best practices in our industry. Especially in the kind of service we provide, growth and learning opportunities can boost our everyday confidence in our role and enable us to provide the best care for our passengers. Learning opportunities are also important in enhancing our collective belongingness to Medstar and sense of

ownership to its mission.

So this year, may we also strengthen our resolve to seek growth and learning! Below are five simple suggestions that you can try to get started on that path:

1. Set goals and share these with your manager.
2. Talk to a supervisor from your department and ask for tips to get better.
3. Choose one skill that is important to your role and work consistently on it for one month.
4. Take advantage of opportunities to learn a new skill and help others, such as covering for someone.
5. Find someone newer to the company than you and be a mentor by asking questions and sharing advice.

This 2023, Medstar will undoubtedly reach new heights because individually and as an organization, we will seek to grow, evolve and be better at driving happiness through safe and reliable service.

Seeking growth entails that we are willing to improve in line with evolving trends and best practices in our industry.

#Medstartakesyoutothemovies

Last December, Medstar gifted each employee with two movie tickets. They could take anyone to any movie they wanted, and Medstar would pay for it. Here are some pictures showing how they enjoyed that treat.



FLEET AND SAFETY CORNER

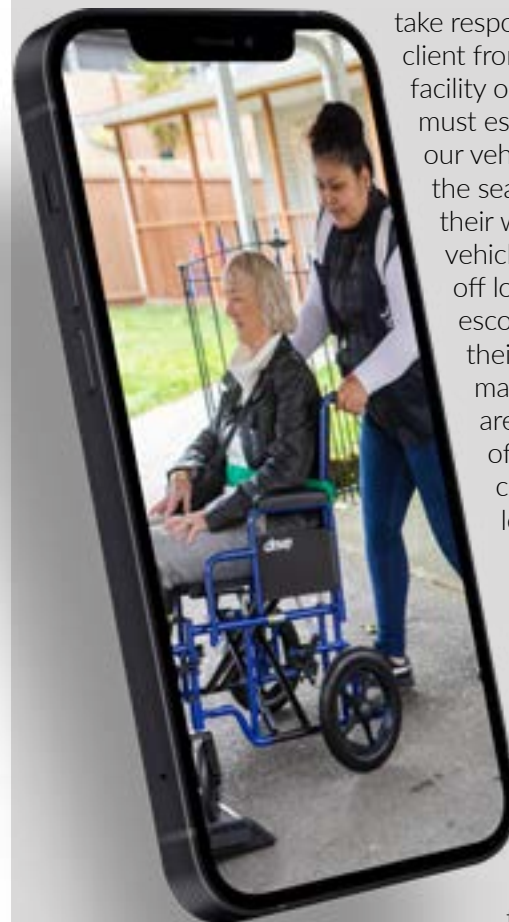
Clients should be our first priority!

Every day, drivers need to assist clients—whether we are walking alongside or pushing a client in a wheelchair. Clients may tell you that they do not need your help but we must always walk with them within arm's reach just in case something were to happen.

We can assist our clients by carrying a bag for going to or leaving treatments, or carrying groceries to their door. We assist our clients in many ways. However, we must also remember that we are not the clients' PCA/ Caretaker. We do not bring their wheelchair up or down flights of stairs. We do not switch out or change settings on the clients' oxygen tanks.

DOOR TO DOOR: This means at the pick up location, we need to get out of our vehicle, go to the client's door, escort them to our vehicle and hand them their seat belt or secure their wheelchair in the vehicle. At the drop off location, we need to escort the client to the door of their destination.

HAND TO HAND: This means at the pick up, we take responsibility for the client from the care of a facility or care taker. We must escort the client to our vehicle hand/fasten the seatbelt or secure their wheelchair in the vehicle. At the drop off location, we must escort the client into their destination and make sure that they are left in the care of the facility or caretaker. NEVER leave them alone!



Remember!

We are responsible for the safety of our clients from **hello to goodbye**. Treat the clients as you would like your family to be treated.

Medstar Laughs



Of New Year and New Year's Resolutions

Why should you put your new calendar in the freezer?

To start off the new year in a cool way.

What is corn's favorite holiday?

New Ear's Day

Why did Dracula pass out at midnight on New Year's Eve?

There was a countdown.

What's a digital camera's New Year's resolution?

1080p.

What did the receptionist tell me when I tried to sign up for membership in January?

"I'm sorry, our capacity is maxed out. Try coming back in February."

HEALTH CORNER

Here's some great news from Redirect Health:

Do you take medications for any of the following categories?

Blood pressure, diabetes, cardiac issues, hypertension, high or elevated cholesterol, or depression.

Did you know you can get a 100-day prescription refill on your medications? This can be a huge benefit to patients who take routine prescriptions! Here are just a few perks to having a 100-day prescription.

- Helps control costs with less copays
- Less trips to the pharmacy
- Easier to stay on top of taking medications
- Easy to make the switch from a 90 to 100-day supply

At your next visit, simply tell your provider you want to make the switch to a 100-day supply and we will get that adjusted for you.

Need an appointment? Call **623-334-4000** to schedule or request an appointment or **[GO TO THIS LINK](#)**

HR/Accounting Announcement

What is a W-2?

A W-2 tax form shows important information about the income you've earned from your employer, the amount of taxes withheld from your paycheck, benefits provided, and other information for the year. You use this form to file your federal and state taxes.

How to Get your W-2s through Quickbooks Online?

1. Log in to Quickbooks using your correct work email address and password (same as whenever you view your pay stubs). You may request a password reset from accounting@gomedstar.com.
2. For added security, you might have to verify your phone number or some of your personal info first.
3. To view your W-2 copies B, C, and 2 in Quickbooks Intuit, go to the W-2 menu.
4. Select the W-2 copy you want to view or download (and then print).

Don't see your W-2s in Quickbooks Online?

You should see your W-2s only by January 31st. Historical W-2s are available up to the past 3 years.

Need copies of your W-2?

You should get your W-2 by mail in early February. Make sure that your BambooHR address is correct!

You may also request an emailed copy from accounting@gomedstar.com.

Welcome to MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from December 21, 2022 until January 15, 2023

ERIK H.

Transportation

DEREK E.

HR Representative

LAWRENCE C.

Transportation

MARION T.

Software Engineer

JOE C.

Transportation

JENNY D.

Transportation

MERVIN H.

Scheduler

JAO O.

Android Developer

JOY D.

SQA Tester

DEE O.

SQA Tester

YELENA C.B.

Accountant

JIE G.

Accountant

JOHN D.

Transportation

VAI T.

Transportation

HASSAN W.

Transportation

EMPLOYMENT ANNIVERSARIES

for January

1 YEAR

KATHLEEN T.

JANUARY 3

1 YEAR

IRMA E.

JANUARY 5

6 YEARS

NICOLE C.

JANUARY 6

1 YEAR

JESUS M.

JANUARY 6

1 YEAR

MARIBEL E.

JANUARY 7

1 YEAR

VALERIE S.

JANUARY 13

1 YEAR

APRIL G.

JANUARY 13

1 YEAR

TEIA F.

JANUARY 13

3 YEARS

ELIZABETH M.

JANUARY 22

1 YEAR

TREVON H.

JANUARY 24

4 YEARS

ALEJANDRA C.

JANUARY 30

1 YEAR

MIREN M.

JANUARY 31

TESTIMONIALS

I've always liked driving, helping the client and making the clients happy. Also, the other drivers and dispatchers are fantastic people to work with.

-Nicole C.
(Celebrating 6 years at Medstar)

I just love my job and I love all of my clients! I also appreciate all of my clients and my coworkers. I do the best I can to do my job and meet the expectations of my clients. They make me happy!

-April G.
(Celebrating 1st year at Medstar)

POSITIVE REVIEWS/ SHOUT OUT

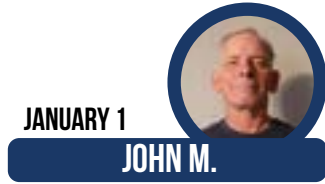
I'm limited on what I can do and have a hard time talking. They were both perfectly helpful. Eli took me inside the dental office today and made sure that I was all right before he took off. Maribel, on the other hand, did everything she's supposed to do and even put my things on my chair. If there's anything else Medstar can do, that would be to give them both a raise.

- Eugene S.
PFP Client

Thank you MedStar for your service. All your drivers are down to earth and willing to have conversations while being professional and extremely helpful. God bless you and have a happy new year! - "THE WHOLE YEAR not just a day!"

- Charles C.

MEDSTAR'S BIRTHDAY WALL



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

-FROM YOUR MEDSTAR FAMILY