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Welcome to the Medical Courier Connection! As members of “the Connection,” each month you will receive our electronic newsletter that will have regular columns written by Industry professionals and members of our Advisory Board, links to other valuable resources, and other industry news. If you prefer to obtain the newsletter from the website rather than in your email, please email linda@medicalcourierconnection.com and we will remove you from the list.

Benefits of Membership

- Inclusion in the Business Directory that we make available to Healthcare Professionals seeking medical-specialty courier services.
- Exposure through the Healthcare Industry conferences we attend and ads we place in medical journals
- Free monthly live webinars with Industry professionals & Advisory Board members
 - Free monthly e-newsletter (this very thing! ☺)
 - Access to Free publications, past webinars and previous Medical Transportation Summit presentations (2013 is posted and ready to view!) Just email Linda for access
- Networking - don't miss out on this valuable perk! Come to a future Medical Transportation Summit
- Participating in Charity events? Let us know! The Medical Courier Connection would like to offer support, representation and/or sponsorship!
 - Access to our Advisory Board! Do you have an important bid coming up and have questions about processes or have a client whose position you just can't seem to understand? Give us a call or connect with a member of our Advisory Board!
- While we aren't Agility Recovery, we would like to offer help through our network should there be a disaster that affects your business. Let us know your needs and we'll reach out to nearby members to try and get you get back up and running smoothly again!
- Coming soon – a career center where you can seek out Independent Contractors who are already trained!
 - Have ideas for other incentives? Let Linda know!

Please plan on joining us for the
Medical Transportation Summit
July 28-30, 2015

We are in negotiations now with a few locations including Denver, CO and Charleston, SC! If you have a location you would like us to consider, please email Linda by January 15th! We have an incredible line up planned and as members, you'll receive \$100 off your registration fee!

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Meet our Advisory Board
who have made a one-year commitment to provide regular articles, at least one live webinar, and to be available to our Members to answer Industry-related questions

When contacting anyone on the Advisory Board directly, please remember to begin by telling them you are a Member of the Medical Courier Connection. Thank you!

PAM KOTYNSKI, Diagnostic Reference Laboratories

Pam is a laboratory manager for Lab Corp in Mt. Vernon, Washington. She received her Master's degree in Health Administration, has a Bachelor of Science in Medical technology and a Bachelor of Science in Microbiology. She has been a MLT instructor and has acute care hospital, multi-site facilities, reference lab and ambulatory/urgent care experience. She has been recognized for her collaborative interdisciplinary projects. As an experienced laboratory professional, Pam has a broad range of clinical and managerial skills that include mentoring and empowering employees, customer service, and satisfaction and implementing complex healthcare projects. Pam is positioned to use her skills to engage others through leadership, articles, seminars and her website.



We are thrilled that each month Pam will offer a small article on topics that we can all relate to. This month she wants to remind us that "Every sample represents a patient that needs diagnostic testing in order to get the correct treatment and get well. The transportation of those specimens is an integral part of daily lab activities."

She also would like to share with you as a side note, "I was honored to be a speaker hosted by Integrity Medical Courier Training in 2013. It was an incredible opportunity to meet and network with a group of hardworking, conscientious and dedicated healthcare workers.

Together, we can partner with each other to deliver exceptional health care in a safe, efficient and quality focused manner. Now once again, I have the wonderful opportunity to present healthcare ideas via the Advisory Board.

Please feel free to send in ideas on topics that you would like discussed!"

To reach Pam directly, please email her at pamkay01@msn.com

Want to clean up your sales technique? Check out this rather amusing, yet very informative article! Enjoy! <https://www.linkedin.com/pulse/20141203134446-20017018-40-incorrectly-used-words-that-can-make-you-look-dumb>



Meet our Advisory Board

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KRISTIN MARRIOTT, Pathology

Kristin has more than 26-years of administrative/management experience in anatomic pathology, both in hospital and outreach environments. Currently serving as director of support services and special projects, she is responsible for an operation that provides full service pathology services to eight metropolitan hospitals in Denver, Colorado and has been with UniPath (now AP²) and its predecessors for over two decades. During her tenure, she has successfully led multiple support departments and functions through various levels of change, played an integral role in the design of new anatomic pathology reporting systems, including building the libraries, training the staff, managing the transition and executing the implementation. For several years, she has been invited to lend that broad expertise to her colleagues, through performance as an inspector for the College of American Pathologists (CAP). She is an active member of HCCA, a professional society representing the highest level of accuracy, privacy and security in the U.S. healthcare system to protect public health, increase patient safety, and improve quality care for healthcare consumers. She has also participated in design and implementation of curriculum for training pathologists, residents and laboratory staff for ASCP. Kristin attended Metropolitan State College and the University of Colorado at Denver with an emphasis in business management. To reach Kristin directly, please email her at kmarriott@unipathdx.com.



PAUL BALDWIN, Long-term Care & Pharmaceutical Government Affairs

Paul is a Government Affairs consultant with more than 25-years of experience in state and federal government affairs and has extensive executive experience in issues relating to pharmaceutical manufacturing, long term care, and long-term care pharmaceuticals.

Prior to consulting, Paul was the VP of Public Affairs at Omnicare, Executive Director at Washington, DC's Long Term Care Pharmacy, and Director of Government Affairs at Genesis Health Ventures where he directed policy development for NeighborCare pharmacy.

Paul holds a B.S. in Biology.

To reach Paul directly, please email him at paulbaldwin@comcast.net





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KEITH CARINGTON, J.D. in Health Law, PhD in Health Services & Policy Analysis

Keith developed the Meaningful Use and HIPAA Security Rule Risk Assessment program for CTC Health Services before starting his own Risk Management and Compliance firm dedicated to the healthcare industry. In the course of his work, Keith consults with physicians, practice administrators, hospital administrators, and business associates to identify vulnerabilities in the entity's current security procedures and policies with an emphasis on remediation. Through his work, medical practices, hospitals, and their business associates are better equipped to meet federal and state audit requirements, while ensuring a higher level of PHI security. Keith frequently speaks on HIPAA compliance issues at industry conferences and conducts CME workshops for physicians on the topics of legal compliance, the HIPAA Security Rule, and Meaningful Use requirements. Keith has also authored numerous articles for trade publications and law reviews on subjects relating to healthcare compliance and risk management. He is a member of numerous professional associations including the American College of Healthcare Executives, the Health Care Compliance Association, the Society for Corporate Compliance and Ethics Professionals, the National Rural Health Association, and the MGMA. Keith also serves as an adjunct professor and holds various appointments at the municipal government level and holds his JD with a specialization in Health Law and a PhD in Health Services and Policy Analysis. To contact Keith directly, please email him at kcarrington@crccompliance.com



Why should HIPAA compliance matter? While this article talks about a compromise that likely was the result of hackers in China, it clearly identifies security risks. Have you looked at your company policies and operations in such a way that you can identify where you're vulnerable? Check this out and as you do, keep in mind that every requisition your driver carries has information that is "protected" under HIPAA :

4.5 Million Patient IDs Compromised in Hospital Hack

By [Damon Poeter](#), August 18, 2014 05:00pm

<http://www.pcmag.com/article2/0,2817,2463242,00.asp?mailingID=E3A079426F0EB0DA91816B685D3D4CDA>



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Meet our Advisory Board

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LORI KLEIMAN, Performance Management & HR Specialist

Lori's business career started as HR Manager, then VP of Operations, with a family owned business, K&S PhotoGraphics, that employed 250 employees in five states with sales in excess of thirteen-million dollars. Lori then founded HRpartners; a boutique HR consulting firm that was acquired by Arthur J. Gallagher & Co. in 2007. She continued with Gallagher to lead the firm's HR consulting practice before branching out again as an independent consultant, author, and speaker.

As a frequent speaker on a wide range of HR topics, she has consulted with nearly 450 companies. Her programs are designed to provide critical practices to small businesses. She also runs mastermind groups for HR professionals to stay connected with, and to add value to the HR profession.



Lori is an adjunct faculty member at Oakton Community College, Illinois Institute of Technology, and DePaul University. She has a master's degree in human resources, is certified as Senior Professional in Human Resources (SPHR) by the HR Certification Institute, and is a member of the National Speakers Association.

Lori is a fantastic resource for all-things HR-related and will provide our members with strategic performance management advice for both employee and Independent Contractor workforce companies. You can get on her mailing list to receive her newsletter and she also offers great advice in her blog (<http://hrtopics.com/loris-blog/>). When you subscribe to her blog, you'll receive a free chapter from her latest book, *Fire HR Now! Working With HR to Shape Up or Ship Out*.

To reach Lori directly, please contact her at lori@hrtopics.com

Why care about performance management? When you protect your workforce, whether that is comprised of IC's or Employees, you protect your business! Remember that they are the "face" of your business and one of the best, most valuable sales tools you have! For a great article on protecting your staff during flu season, go to <http://www2.agilityrecovery.com/portfolio/complete-guide-to-pandemic-planning/>