

Fall  
2019

# ProCare TIMES

SAFETY IN CAREGIVING DEFINED



## WHAT'S INSIDE

- Healthcare
- Employee Spotlight
- Lopital Showering
- Technology & Security
- Home Accessibility



As we enter the fall time of the year, I am reminded of the changes and “seasons” that are all around us. The healthcare and homecare markets are dynamic industries, currently navigating through many changes in operations and funding. Through these transitions and changes, the constant goal here at ProCare Medical is to provide value to customers with a safety in caregiving focus.

In this newsletter, you will get a quick glance at Procare Medical, including our various divisions and team members. There are also recent testimonials including a home accessibility client and business partner. The acquisition of Hickory Healthcare that we finalized last year is also driving increasing demand for the wander management and security solutions. Our mission and core values surround all of these activities, and we trust these are visible and alive as you have opportunity to interact with our organization and staff.

Thank you for allowing us to serve, and be safe on the journey.

Dwayne Stauffer, President  
ProCare Medical Company

# HEALTHCARE



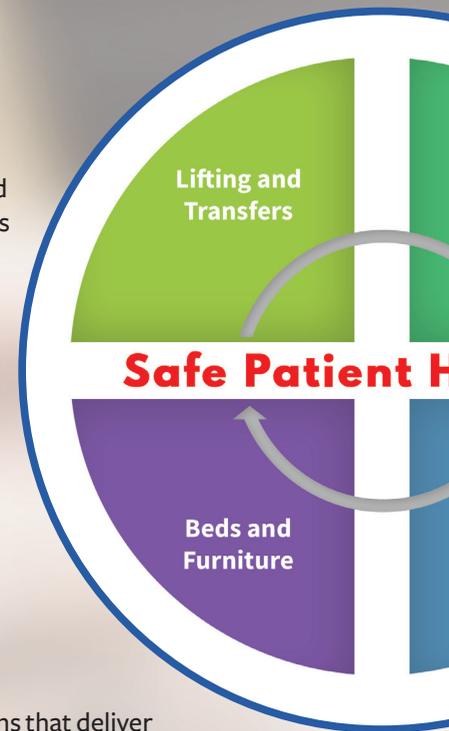
Mark Reimer  
Regional Sales Manager

Our healthcare division is a leader in providing injury reduction products and services for acute and post acute healthcare organizations. With an emphasis on solutions to allow quality care in the facility setting and reducing injuries to caregivers, the product and service solutions we offer are geared around safe patient handling and maximizing outcomes for facility management and ownership. Our team has over 110 combined years of experience with risk assessments, knowledge sharing, and evidenced-based solutions for your organization or project.

Our healthcare business is how the company was founded, and with hundreds of satisfied customers we incorporate a consultative approach with every account. The four major categories of products for patient or resident care include:

- Safety during transfers and early mobility**
- Safety in the shower**
- Safety around the bed**
- Safety in seating**

With continued changes in the healthcare industry, our commitment is to provide continued solutions that deliver positive outcomes. From updated design of shower chairs, to the latest technologies in Broda chairs, we feel blessed to be involved with improving care for both caregiver and patient.



## PROCARE MEDICAL BY THE NUMBERS

2	Convenient locations in central Pennsylvania and NJ to serve the needs of our clients.
4	Core Segments and areas of Caregiving for reduced injuries and improved care.
5	Certified repair and service technicians for repair of equipment we provide or existing equipment at a facility.
21	Dedicated staff and team members committed to a successful partnership with executed results.
110	Combined years of experience in the safe patient handling and bathing industries.
139	Number of slings provided monthly for our customers to maintain proper condition and par levels.
1,701	Equipment unit inspections on regular basis.
1,806	Ceiling lifts installations in the region for clinically-proven maximum results in injury reduction and reduced loss work days.
4,164	Number of Patented Beds with Clinical Contour features at customer locations for reduction in bed boosting and turning.



Kerrie Gomez  
Customer Care Associate

## TESTIMONIALS

*"We would like to thank you for your CAMEL Lift presentations to our Nursing and Security teams. Our teams greatly appreciate the opportunity to have hands-on CAMEL Lift learning. We have received positive feedback from our team members. Thanks for educating us, you made the use of the CAMEL Lift easier than shown in the video. Our staff will now be less hesitant to use the CAMEL lift."*

- ROBERT KIESEL, WILLOW VALLEY RETIREMENT

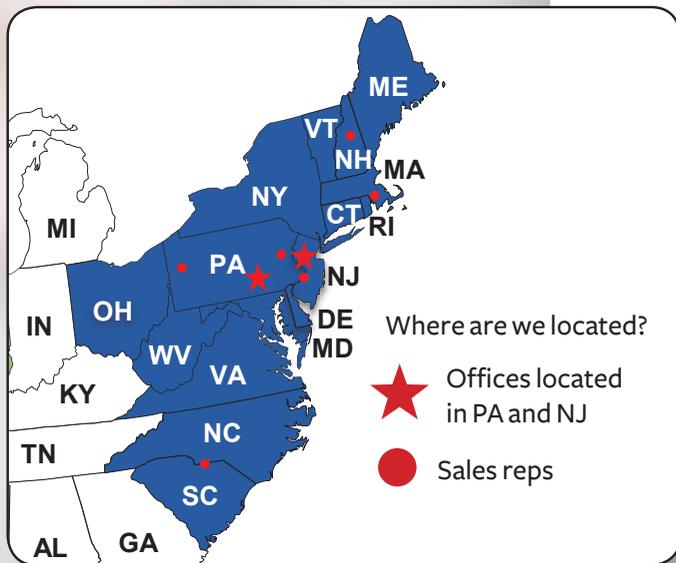
# COMPANY OVERVIEW



Darin Kanuck  
Construction Manager



Safe Patient Handling



ProCare Medical has a mission to improve the lives of caregivers and patients. With an emphasis on solutions to allow quality care and reducing injuries to caregivers, our founding 7 years ago was for product and service solutions geared around safe patient handling and maximizing outcomes for facility management and ownership. Our team started with 4 staff and has now grown to over 21, with the same committed focus to provide superior service for the caregivers and patients we are privileged to serve.



Our **healthcare division** is how the company was founded, and with hundreds of satisfied customers we strive to incorporate a consultative approach with every customer relationship.

Resident choice, financial considerations, and the dynamics of the healthcare industry are leading

factors for our starting our **home accessibility division in 2014**. From simple transfer aids, to complete accessibility solutions and remodeling in any home setting, we are bringing safety and comfort home.



Our shower and hygiene product line is also available nationally for **dealers and reps** throughout the United States. These innovative products enhance the showering process, and the award-winning designs are incorporated into various models. From bariatrics to time saving features, introducing safe patient handling into the bath area is transforming the shower process.



Holy Cross Hospital  
Silver Spring, MD

*"ProCare Medical has provided us the products and services we need to provide quality care and comply with regulations. They offer superior products at a value to help us drive efficiency and improve our care"*

- MENNONITE HOME, LANCASTER PA



Calvary Fellowship Homes  
Lancaster, PA

# EMPLOYEE SPOTLIGHT

## Matt Leonard Service/Parts Coordinator



Matt recently transitioned from field service technician to tech support and parts coordinator. The role includes the increased demand for phone and email support with customers and account managers, as well as replacement parts needs. From part orders, to maintenance inspection reports, Matt's attention to detail and quick math skills are appreciated by the team at ProCare. After hours, you might find Matt out and about in the trails, creeks, rivers or woodlands. He also enjoys time at the shooting range, plinking steel for some lead based therapy. He dreams of Grand Canyon camping and a West Coast Sunset. His love of music translates to his hobby as a guitar player. A fascination with the cosmos and the mysteries within instill an ever present twinkle in his eyes. In his spare time, he also loves reading, with some of his favorite authors: Ayn Rand, Aldous Huxley, Jack Kerouac, Charles Bukowski, and Mark Twain.



*Some recent  
team-building  
exercises with  
our staff*



### OUR VISION

“To be an innovative and leading provider of products and services for safety in caregiving.”

**ProCare Medical**  
healthcare solutions<sup>2</sup>

### OUR MISSION

“To build relationships with our customers as we provide lift, transfer, bathing, and related equipment to the healthcare and homecare market. Guided by the commitment to deliver innovative product and service solutions, we will enhance the customer experience through a consultative approach and a caring attitude.”

## OUR CORE VALUES



### Integrity

We are committed to making honest and ethical decisions in the best interest of our customers, and combining faith into our workplace



### Flexibility

We are passionate about meeting or exceeding our customer expectations



### Teamwork

We are a team that is committed to upholding our values and working together, remembering to treat others as we would want to be treated



### Rewarding

We are committed to providing an enjoyable culture and work experience, understanding the needs of family, personal relationships, and giving back to the community



### Learning

We strive to provide true solutions by promoting education and in learning from others, both internally and externally

# LOPITAL SHOWERING

Len Sears  
Director of Sales, Lopital



ProCare Medical is the importer and master US distributor for the Lopital shower products. For over 6 years, we see a continued demand for the improved shower chairs and trolleys across the various customer channels.

We provide these chairs through a network of independent dealers, as well as several national distributors. In July, a federal contract for VA Medical Centers was also secured with our partner, Veterans Healthcare Supply Solutions. We are thrilled about this opportunity over the next 3 years, that will provide significant sales opportunities to the 165 facilities across the country while keeping with our mission of caring for those that have served.

In addition to these exciting achievements, Lopital is consistently the product of choice when compared against other similar, hi-lo showering equipment. Product innovation, combined with the diversification of models from basic to bariatric, distinguishes Lopital and is a primary reason for our increased market share. The network of representatives and dealer partners are competing and winning in the adjustable hi-lo shower chair market. We also continue to hear of testimonials and improved care stories from facilities that are upgrading from the conventional PVC chairs they currently use for showering. The market did this 25 years ago with patient lifts, beds, and mat tables, and we believe the same paradigm change is occurring with showering equipment.



Joe Chestnut  
Sales Coordinator

## **Transforming** the shower experience. **Protecting** the caregiver.

Moving forward, ProCare Medical's Lopital line expects sustained growth in the Long-Term Care market. With the advent of the Requirements of Participation, PDPM and the improved outcomes expected, safe and adjustable shower equipment will help address the need improvements at every level of care. The Lopital presence in the home market has also shown potential and is a segment we are pursuing in the next 3 years, as well as disability and group homes.

If you would like to learn more, you can view our videos or products at our website [www.pro-care-medical.com](http://www.pro-care-medical.com) and view the Lopital Shower Chairs tab.



“ Working with ProCare Medical meets my expectations when working with a manufacturer partner. I work with several manufacturers, and we just ask that you provide us with great equipment and answer any questions we have. You have helped us learn what we need to promote and sell your products, thank you.

- BILL HALIK, PRESIDENT  
MIDWEST PATIENT CARE INC



# TECHNOLOGY & SECURITY



Tracy Davenport  
Manager of Technology Services

With the acquisition of Hickory Healthcare in 2018, our “Safety in Caregiving” has expanded to security and wander management solutions. ProCare Medical is a complete provider of safety solutions for healthcare, focusing on reliable and dependable systems for healthcare operators to reduce costs of care. With a comprehensive approach, ProCare Medical will consult, assess, design, furnish and provide installation of electronic security solutions for your next project. Let our 30 years of experience, preferred vendor partners, and value-based support solutions create an environment of “safety in caregiving” for your peace of mind. Currently, these services are only available in Pennsylvania and New Jersey.

## WANDER MANAGEMENT AND ELOPEMENT CONTROL

For 30 years, we have provided solutions from leading suppliers in elopement control systems including Secure Care Products. These products are in use by hundreds of healthcare organizations locally, and Secure Care is also designing advanced features for RTLS and cut-band technology.

## ACCESS CONTROL AND MONITORING

From the simple and basic, to advanced and integrated, access control to buildings today is more critical than ever.

Keypads for door control, key fob access, inter-connected release buttons and reporting of all activities are available services.

Clearly identify visitors, communicate and control access with AI-PHONE Video Intercom systems.

## WIRELESS NURSE CALL AND E-CALL SYSTEMS

Vision Link Wireless Nurse Call System and MicroVision Wireless Emergency Call Systems for the rigorous demands of health care and life safety.

Vision Link easily installs into any size facility and integrates with a wide variety of equipment and systems. ETL Listed UL1069 Edition 7 for skilled care and UL2560 for Assisted Living.



# HOME MODIFICATION & ACCESSIBILITY

ProCare Medical is a provider of complete accessibility and caregiver solutions, focused on creating environments for safe and comfortable caregiving. We provide high quality mobility and accessibility equipment, and home modification solutions for the mobility impaired with complete installation and support of equipment for the home. With our regional presence and 110+ years of experience, the commitment to our customers is summarized in our Pro-Care Pledge – 100% Functional and Satisfaction Guarantee.



Justin Bond  
Project Manager

## Accessibility Solutions for Everyday Challenges

- Lever handles on doors
- Handrails on both sides of a staircase
- Handrails on outside steps
- Ramps for easy accessibility
- Walk-in showers
- Grab bars in the bathroom
- Hand-held, flexible shower heads
- Kitchen modifications
- Special hardware on cabinets/drawers

We understand the increasing need for adaptive and turnkey solutions for caregiving within the home care environment. As our loved ones age or recover from an illness, caregiving tends to fall on the shoulders of family and close friends. Our expanding range of accessibility and mobility products continue to improve mobility and care within the home to assist in accomplishing daily caregiving tasks, while reducing the physical and emotional strains of caregiving. Our goal is to offer solutions that bring professional grade quality to the residential or group home setting in order to build confidence in providing care. Currently this services is only offered in Central Pennsylvania.



BEFORE



AFTER

*"You will never know how much you and your team changed our lives and Gabe's quality of life with that beautiful remodel job. Can never say thank you enough my friend. God bless"*

*- Parish Family, Harrisburg PA*

# VISIT OUR SHOWROOM AT

759 Flory Mill Road  
LANCASTER, PA 17601



## Connect with us online



@ProCareMedicalCompany



@Procare\_Medical



@procare-medical-company

### **WE'RE HIRING!**

Visit our website for  
current positions

[www.procare-medical.com/jobs](http://www.procare-medical.com/jobs)

### **ProCare Medical** healthcare solutions

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