

MedOne

TELLING & LEARNING THE STORIES

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MED ONE GROUP SINCE 1991

TAILORED FINANCIAL AND
RENTAL SOLUTIONS FOR
HEALTHCARE PROVIDERS



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LUCK

O' THE IRISH



Written By **Troy Tait**
SVP Marketing and Technology

I recently had the incredible opportunity to travel through Scotland and Ireland. The journey was packed with unforgettable sights—castles, cathedrals, lochs, pubs, museums, shops, and towns both quaint and bustling. Walking down cobbled streets, you could feel the weight of history beneath.

We tasted food I hope never to encounter again and dishes I wish I could have right now. The weather? Perfect—at least for parts of the day. Then, in true Celtic fashion, it would shift in the blink of an eye.

Before the trip, I did some research on the areas we'd be visiting. But once we arrived, I realized no article or blog could truly capture what we were about to experience. This wasn't a journey that could be described—it had to be lived. So, start planning your own adventure. And if you need suggestions, I'm happy to share.

Of all the wonders we encountered, one thing eluded me: the elusive pot of gold. I searched high and low for a leprechaun willing to part with his treasure, but alas, no luck. Still, my quest led me to a deeper understanding of the phrase *luck of the Irish*.

This region is steeped in tradition, and the origins of that phrase are surprisingly complex. Originally, it was used as a slight—implying someone's success was due to luck, not skill. Over time, though, it evolved into a more affectionate expression of good fortune that is still widely used today.

Here are a few superstitions that I found particularly fascinating:

TRINITY COLLEGE, DUBLIN

Students believe that walking under the Campanile while the bells toll will doom them to fail their exams. To reverse the curse, they must sprint to the statue of Provost George Salmon and touch his foot before the bells stop ringing.

ROYAL MILE, EDINBURGH

Rubbing the toe of 18th-century philosopher David Hume is said to bring luck—or perhaps a boost in wisdom. So many visitors have taken part that the toe now gleams bronze, in stark contrast to the statue's weathered green patina.

BLARNEY CASTLE, IRELAND

Climbing over 200 spiral steps to kiss the Blarney Stone—while lying on your back and dangling 90 feet in the air—is said to grant the gift of eloquence and persuasive speech. I did it. I survived. And I may never speak the same way again.

While I didn't find a leprechaun or stumble upon a pot of gold, I did return with something far more valuable: perspective. The traditions and superstitions I encountered—from rubbing statues to dodging bell towers—reminded me how deeply people crave luck. But in business, relying on luck alone is a risky strategy.

Success isn't built on chance—it's forged through preparation, persistence, and the courage to act when opportunity knocks. The "luck of the Irish" may be a charming phrase, but behind every thriving enterprise is a foundation of hard-earned skill, relentless effort, and cultivated talent. Luck might open a door, but it's your ability to walk through it—and what you do once inside—that truly defines your journey. So, whether you are chasing rainbows or quarterly goals, remember fortune favors the prepared, determined and those who are willing to put in the work.

Success isn't built on chance—it's forged through preparation, persistence, and the courage to act when opportunity knocks.



TELLING & LEARNING THE STORIES

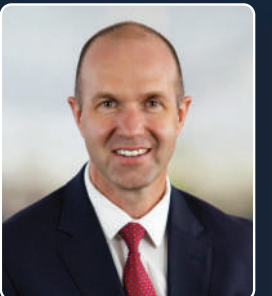
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EVERY COMPANY, AND
INDIVIDUAL, WE RENT OR
LEASE EQUIPMENT TO HAS
A STORY TO UNCOVER.

WHY DO THEY DO WHAT
THEY DO? HOW DID
THEY GET THERE? WHAT
COMPELS THEM TO STAY?

”

Written By **Robb Stevens**
President / CEO



Med One was built as a company that provides customer-centric equipment leasing solutions for healthcare providers.

In the early years of our company, most of the equipment we leased was life support in nature, so Med One was drawn very quickly to healthcare providers overarching mission of human compassion. This connection to patient care has



always been an endearing source of motivation and inspiration for us.

The rapid expansion of our rental division since 2015 has put us into direct and constant contact with the healthcare scene. Many of our employees are on the front lines of this direct connection, so they know the impact that Med One has on the lives of countless patients and their loved ones by putting equipment into



the hands of healthcare workers all over the United States.

Those in the Med One community who clean, repair, and deliver our equipment show all of us how Med One helps put the CARE into healthcare. These employees are the difference makers and, in many cases, the face of our company to our customers!

To tell you their story is to show what they give, to help others to heal, thrive and live.

As we participate with healthcare providers in their mission of human compassion, we cannot help but feel the impact of that mission ourselves!

Healthcare providers work tirelessly to get it right every single time for their patients and we share in that effort every day by providing critical care equipment that helps heal and preserve life.

Every company, and individual, we rent or lease equipment to has a story to uncover. Why do they do what they do? How did they get there? What compels them to stay? They all do something that impacts the world in great and small ways.

IF A HEALTHCARE PROVIDER WERE TO TELL YOU THEIR STORY, WHAT MIGHT YOU HEAR?

I'm sure you would hear sadness yet hope.

You would hear of exhaustion, yet dedication.

You'd hear about long days and nights, and doing what's right.

If they would speak, you'd hear about the many lives entrusted to their care.

You'd hear of the moments they felt like they couldn't go on for another day, and of the many reasons that have made them stay.

To tell you their story is to share why they serve.

You would hear of their battles that no one sees, and courage behind the scenes.

Their stories would no doubt detail their teams filled with strength, compassion, and light.

You'd hear of heroic patients who triumphed, and of others that lost the fight.

You'd hear about hands that were held with care, and silent strength that's always there.

To tell you their story is to show what they give, to help others to heal, thrive and live.

Why do customer stories matter? Because in them, we discover more about our own story.

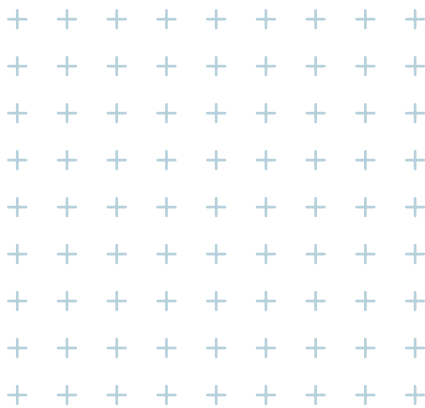
If we succeed at understanding a customer's purpose and make it easy for them to achieve it, they will experience things like excitement, anticipation, joy, confidence, peace of mind and satisfaction.

On the other hand, if our efforts fall short of making it easy for them to achieve their purpose, they will instead experience things like confusion, disappointment, frustration, or even anger.

Positive interactions with customers plant the seeds of an emotional connection that may very well lead to a mutually beneficial relationship that can have an impact for many years.

SINCERE EFFORTS TO LEARN ABOUT CUSTOMER STORIES CAN TRANSFORM A RELATIONSHIP.

The connection formed in such an exchange goes far beyond a seller and buyer transaction. When we learn more about each other, a strong bond develops, and the individuals involved seek for ways to add value to each other. Why does this happen? Because people are endeared to those who understand their business, their personal journey, and who help them achieve their goals.



THE FOLLOWING STEPS ARE WAYS TO HELP US BUILD DEEPER CONNECTIONS AND BECOME GENUINELY CURIOUS.

- + STUDY THE ORIGIN STORY**
Investigate how and why the company was founded. Founders often start with a vision to solve a specific problem or make a change.
- + EXAMINE THE CORE VALUES**
What principles guide their decisions and behavior? These are often clues to the deeper mission.
- + LOOK AT LONG-TERM GOALS**
Beyond products or quarterly profits, what long-term change is the company aiming to create?
- + WATCH THE LANGUAGE**
The words used in leadership messages, company background pages, and internal docs can hint at the true mission.
- + ASK EMPLOYEES OR LEADERSHIP**
Often, people inside the company can articulate the mission better than official statements. Here are some questions to ask to help achieve the above steps.

- What inspired the founding of your company?
- What problem are you enthusiastic about solving?
- How do you want to impact your customers or community?
- What do you stand for as a company, even when it's hard?
- What drives you and your team to show up every day?
- If your company disappeared tomorrow, what would the world miss?
- What legacy do you hope to leave behind?

Every person at an organization can be genuinely curious and embrace this effort, regardless of their job function. It may be more of a stretch for those with limited customer interaction, but **a sincere and intentional effort to not only share your company's story, but to learn your customers' stories as well, will enrich your company's culture in dramatic ways.**

A personal commitment to this effort will lead to a much more enlivening and fulfilling work experience that helps you to discover your own purpose more fully.



Meet The Sales Team

LEASING / RENTAL / SALES / SERVICE



Creativity. Simplicity. Responsiveness.

Our Sales Team is comprised of experienced professionals for the specific purpose of Making Medical Equipment Available for hospitals and healthcare facilities across the U.S. We also work with the largest equipment manufacturers in the healthcare industry.

Our sales reps are experts in equipment finance, rental, and sales.

EQUIPMENT LEASING



ROBB STEVENS
President / Chief Executive Officer

Robb Stevens began his career at Med One in January 2002 as part of the leasing sales group and was appointed as SVP and Director of Equipment Leasing in 2012, and then as COO in 2024. He has been a top contributor to lease origina-tions, vendor development, creating strong relationships with customers, and successfully blending all aspects of the leasing sales process to maximize returns.



CARTER ALLEN
SVP / Director of Equipment Leasing

Carter Allen has been in the financial industry for more than 20 years and has been with Med One Group since 2002. He appreciates the opportunity to provide solutions for hospitals that allow them to gain access to much needed equipment. Carter manages strategic accounts that are essential to Med One's success. His experience with healthcare leasing provides customers with valued solutions.



DOUG GREEN
SVP / Director of Corporate Development

As SVP - Director of Corporate Development, Doug is active in finding and developing new vendors for our leasing division and developing opportunities for rental with new and existing customers, organizations, equipment providers, and manu-facturers. He is also looking for additional opportunities in our equipment sales area as well as exploring new markets and revenue-generating capabilities for the company.



SPENCE TUELLER
Vendor Portfolio Manager

Spence Tueller is a part of the Med One equipment leasing team. He works with and manages some of Med One's top medical equipment manufacturers and vendor partners. He has extensive experience developing custom finance solutions and vendor programs to help our valued customers close more business. Spence graduated from BYU with a degree in health science and business administration.



DAL HOLMAN
Vendor Portfolio Manager

Dal Holman joined Med One in 2019 as part of our equipment leasing team. He graduated from Weber State with a BS in tech-nical service and sales. Dal has 15 years of experience in sales and finance and has worked for companies like Wells Fargo Bank and the Utah Jazz. Dal enjoys developing meaningful relationships and providing solutions to his clients' needs.



AL MUGNO
Regional Sales Director

Al joined Med One in 2017 as part of our equipment finance team. Al graduated from Iona College with a bachelor's degree in business administration, majoring in marketing. Al has worked as a sales executive in the healthcare industry for over 25 years and has an extensive medical device and healthcare IT background. Al enjoys golfing and spending time with his wife and two sons.



JOSH LAMPROPOULOS
Regional Sales Director - Leasing

Josh joined the Med One team in October of 2019 and has has worked in almost every aspect of healthcare - from devices to health technology to now leasing. His favorite part about working in the industry is knowing at the end of the day, he is helping someone receive better care because of the equip-ment and technology Med One has placed in doctors' hands. After work, Josh can be found golfing and fly fishing.

INTERNATIONAL SALES



SUSAN MINGLE
Director of International Sales

Susan Mingle joined Med One in 2017 as a Director of International Sales bringing 14 years of medical/capital sales experience, with previous experience at BD and Abbott Labs. Susan has a degree in both education and nursing. Her nursing focus was Neonatal Intensive Care. She is passionate about Georgia football, gymnastics, and enjoys traveling and spending time with her daughter and two grandchildren.

EQUIPMENT RENTAL & SALES



BRAD JOHNSON
SVP General Manager Rental Division

Brad Johnson is the General Manager of the rental division and has been working at Med One Group since 1994. He oversees all equipment purchases and works with senior management in opening new rental locations. Brad graduated from the University of Phoenix with a bachelor's degree in business and accounting. He enjoys playing golf, fishing, hunting, and spend-ing time with his family.



MIKE DANIELS
Regional Sales Manager / West

Mike Daniels has over 30 years of experience in sales and management, marketing a variety of medical equipment from movable medical equipment to specialty support surfaces —both medical equipment rentals and capital sales. During his off time, he enjoys spending time with his family, church, surfing, and any outdoor activity.



JAY CANTIBEROS
District Sales Manager / Northern California

Jay Cantiberos graduated from the University of Arizona with a bachelor of science degree and an associate degree in respiratory therapy. Jay joined the Med One team in 2019. He brings over 20 years of experience in the medical device industry as well as a clinical background. He enjoys that every day at Med One is new and exciting.

LEARN MORE AT

MEDONEGROUP.COM

Meet The Sales Team



EQUIPMENT RENTAL & SALES *continued*



LISA WOODS
Territory Sales Manager / Southern California

Lisa Woods graduated from the University of La Verne with a degree in business accounting. Prior to Med One, she worked in sales and marketing for about 25 years traveling all over the world as an international buyer. Lisa was the Director of Sales and Merchandise overseeing 3 sales divisions before switching industries into the medical equipment rental field. She likes to spend her free time with friends and vacationing.



VICTOR GARCIA
Territory Sales Manager / Southern California

Victor graduated from the University of Southern California in 2015. Before joining Med One, he spent five years working in medical device sales, focusing on orthopedics. Victor enjoys being part of the healthcare industry and being able to facilitate solutions to issues our healthcare professionals face every day. During his time off, he enjoys spending time with his family and being outdoors.



JEREMY QUICK
Territory Sales Manager / South Central

Jeremy Quick joined Med One in August 2009 with an extensive background in sales and marketing. He is a graduate of the University of Utah with a degree in healthcare. Jeremy's responsibilities include the rental and sale of medical equipment to hospitals, clinics, nursing schools, EMS companies, and research facilities. He enjoys spending time in the outdoors, including skiing, mountain biking, hiking, golfing, and running, along with watching his favorite sports teams.



GARRETT WETSEL
Territory Sales Manager

In 2023, Garrett joined Med One as a member of the lead gen team before moving to the Rental & Sales division. He has over four years of experience in sales and management and has enjoyed working in this industry. What he finds most fulfilling about working for Med One is the opportunity to provide products that make a difference in patient care. When not at work, Garrett enjoys hunting and being outside.



TYLER LAWRENCE
Territory Sales Manager

After attending Southern Utah University, Tyler Lawrence joined the Med One Team in March of 2023. With over 9 years of sales experience and 3 years in medical sales, he has a passion for working and communicating with people. He finds solutions and creates value in anything he does. In his spare time, Tyler enjoys sports, hunting, coaching high school basketball, and spending time with family.



ANDRES REGALADO
Territory Sales Manager / Northern California

Andres Regalado attended DeAnza Community College and then began at Med One in April of 2023. He has over eight years of sales experience, with a recent focus in the medical field. Although the industry is relatively new to Andres, he is excited to learn more and gain experience while helping customers obtain the equipment they need. Outside of Med One, his interests include ultra-running, power lifting, and studying nutrition.



KYLE SMELSER
Regional Sales Manager / East

Kyle Smelser joined Med One in 2018. He graduated from Indiana University with a bachelor's degree in finance and brings 10 years of experience in Equipment and Rental Sales. Before Med One, he most recently worked to provide hospitals and surgery centers rental solutions for cataract surgery. Kyle enjoys lifting weights and playing board games.



DAVID COULTER
Territory Sales Manager / Arizona & Nevada

David has nearly 30 years of experience in branch operations and medical equipment/support surface rentals and sales, focusing on superior customer service and solutions to ensure his customers can provide the best outcomes for their patients. David has been married for over 31 years and has one daughter. He enjoys traveling with his family, attending baseball games, and off-road driving adventures.



BRIAN SMILEY
Regional Sales Manager / Central

Brian Smiley has been a part of the Med One team since 1999 and serves as a Regional Sales Manager focused on equipment rental. He received his bachelor's degree in finance from the University of Utah and is also certified on the CareFusion and Smiths Medical equipment that Med One works with. He enjoys spending time with his family and working in his yard and garden.



BRYAN DABNEY
Territory Sales Manager / Georgia

Bryan Dabney has over 30 years of experience as a respiratory therapist. Bryan was born in California and lived there until advancing his schooling at Ricks College. Bryan finished his schooling at Weber State University and graduated with his bachelor's degree in respiratory therapy. Bryan loves traveling, camping, fishing, and water and snow skiing with his family.



AIDAN FRANCIS
Territory Sales Manager

Aidan joined Med One in 2023 with over three years of sales and account management experience. He enjoys working in this industry and connecting with a diverse range of people while building meaningful relationships and setting and accomplishing goals. In his spare time, he loves nothing more than rock climbing up a canyon and riding motorcycles.



LAUREN PIERSON
Territory Sales Manager

Lauren started working for Med One in July of 2024 as a Territory Sales Manager. Before working at Med One, she worked in software sales as an account manager. Her favorite parts about working in the medical equipment industry are meeting new people and learning about the equipment and how it can help patients. When she's not working, she enjoys hiking, finding new lakes with her dog, trying new local restaurants, and playing board games.



SHAWNA OLIVER
Territory Sales Manager

Shawna attended Humboldt State University and has over ten years of medical device sales experience as well as a nursing background. Before moving into sales, she worked as a wound nurse at a skilled nursing facility. Her favorite parts of working in the field are finding solutions and building forever relationships. Shawna's hobbies include oil painting, raising chickens, and spending time with family and friends.



NELSON MARIN
Territory Sales Manager

Nelson joined Med One in 2025 with prior experience in the printing industry and in medical sales. He graduated from The University of Puerto Rico and now resides in South Florida. Nelson's favorite part of working in the medical industry is the feeling he gets helping people every day. In his free time, he enjoys playing golf and spending time with his family.



BRIAN BAUGH
Territory Sales Manager

Brian is a graduate of Washington State University and joined the Med One team in July of 2025. He has over four years of experience in sales, and his favorite part of working within the industry is working with his accounts, winning deals, and supporting healthcare professionals and their patients. Outside of work, he enjoys entertaining his two kids, having date nights with his wife, visiting the beach, and playing and watching sports.



JORDAN CANTIBEROS
Territory Sales Manager

Jordan joined Med One in August of 2025. Prior to joining the team, she graduated from Grand Canyon University with a bachelor's degree in marketing and advertising. She has had prior experience as a sales representative for physical therapy sales, as well as wound vacs. She is grateful to have the opportunity to reach more patients through working with hospitals. She enjoys walking her dog, Luna, paddle boarding, hanging out with friends and family, and trying new restaurants in her free time.



MIKE WILTSIE
Territory Sales Manager

With over fifteen years of experience in sales, Mike Wiltsie joined Med One in 2024. He graduated from San Diego State University in 2007 and has since enjoyed helping customers find solutions that take the burden off of them and their patients. Mike's hobbies include snowboarding, traveling, attending concerts, and spending time at the beach.



STUART MOTLEY
Territory Sales Manager

Stuart joined the Med One team in July of 2024. Prior to working with Med One, he worked in surgical sales, as well as software sales to help hospitals manage their electronic medical records to automate workflows. His favorite parts about working at Med One are meeting new people each day and solving problems to help improve patients' lives. Outside of Med One, his hobbies include hiking, camping, exercising, reading, and exploring new places.



DAMIAN SOLORZANO
Territory Sales Manager

As SVP - Director of Corporate Development, Doug is active in finding and developing new vendors for our leasing division and developing opportunities for rental with new and existing customers, organizations, equipment providers, and manufacturers. He is also looking for additional opportunities in our equipment sales area as well as exploring new markets and revenue-generating capabilities for the company.



DAVID COOK
Territory Sales Manager

David joined the Med One team in June of 2025. Before this, he graduated from Johns Hopkins University with a master's degree in Applied Physics. After previously working in engineering, he decided he wanted to transition more into the medical field. His favorite part about working at Med One is getting to meet new people and form genuine connections while helping hospitals and their patients. Outside of work, he enjoys using and upgrading his home gym, woodworking, home improvement, and anything BBQ.



The Med One Way Drives the Culture of the Company



Written By **Kim Box**
Board of Directors

Culture is the lifeblood of every company. It can create a workplace of camaraderie, innovation, and productivity—or it can become a barrier to growth and long-term success. Throughout my career, I have seen firsthand how a healthy, value-driven culture not only supports business objectives, but also inspires employees to give their best every day.

I was fortunate to begin my professional journey in 1980 at Hewlett-Packard (HP), a company widely recognized for its strong and distinctive culture. Known as the “HP Way,” these values centered on respect for the individual, a relentless focus on the customer, and a commitment to quality and innovation. The leaders at HP modeled these principles consistently, creating an environment where people



felt valued, trusted, and empowered to contribute. The HP Way was not just a set of words; it was a shared mindset and a lived experience, and it played a pivotal role in enabling the company to thrive. That early exposure shaped my understanding of how culture drives results and has stayed with me throughout my career.

Recently, I had the honor of joining the Board of Directors at Med One Group. As I explored the opportunity, I naturally looked at how the business, medical equipment rental, leasing, and financing, aligned with my background in technology, healthcare, and corporate governance. I also looked closely at the cultural fit because I know it is culture that sustains performance over decades.

When I visited Med One’s website, I discovered the “Med One Way,” a set of guiding principles that felt instantly familiar. It was a full-circle moment—these values echoed the same themes I had experienced at HP: respect, integrity, innovation, and a focus on serving customers with excellence. The words conveyed a company where people matter, customers are partners, and doing the right thing is non-negotiable.

I recently had the chance to see Med One Way in action when I visited the Sacramento office. The first thing I noticed was the values posted prominently on the wall—not as corporate décor, but as visible reminders of what the company stands for. The second thing I noticed was the pride and enthusiasm of the employees. They spoke knowledgeably about the equipment, the customers they serve, and the role they play in ensuring healthcare providers can deliver the best care possible. There was a clear sense of ownership, teamwork, and purpose.



It struck me that this was not just about operational efficiency or product knowledge; this was about a culture where every individual understands their impact on the bigger mission. In healthcare, where timing, reliability, and trust are critical, that kind of cultural alignment can make all the difference.

Culture, when done right, becomes a competitive advantage. It attracts talent, retains high performers, fosters innovation, and builds trust with customers. At HP, culture empowered engineers to think creatively, managers to support risk-taking, and teams to collaborate across

“I recently had the chance to see Med One Way in action when I visited the Sacramento office. The first thing I noticed was the values posted prominently on the wall—not as corporate décor, but as visible reminders of what the company stands for. The second thing I noticed was the pride and enthusiasm of the employees. They spoke knowledgeably about the equipment, the customers they serve, and the role they play in ensuring healthcare providers can deliver the best care possible. There was a clear sense of ownership, teamwork, and purpose.”

boundaries. At Med One, I see that same potential: a culture that empowers employees to deliver exceptional value to healthcare providers, to problem-solve creatively for customers, and to treat one another with respect and professionalism.

For a board member, culture is both an asset to protect and a lever to strengthen. My visit to Med One confirmed for me that the company’s culture is not accidental; it is intentional, nurtured, and clearly connected to the company’s success. In a business where customer relationships and reliability are paramount, the Med One Way is more than a set of ideals—it is the framework that shapes decisions, drives performance, and sustains the company’s reputation in the marketplace.

Having started my career in an organization that made culture a cornerstone of its identity, I recognize the rare and powerful opportunity when I see it again. At Med One, the culture is alive in the operational floor conversations, in the pride employees take in their work, and in the way values are not just stated, but demonstrated.

Culture is the lifeblood of a company. And in Med One’s case, it is a healthy, vibrant pulse that will continue to power its success for years to come.



MEDICAL EQUIPMENT / FINANCING / SALES / SERVICE

Med One Group exists for the sole purpose of making needed medical equipment available to the healthcare industry. Med One's expertise ensures each customer receives the very best option for them. Med One Group offers exceptional customer service while operating with integrity. Our three pillars include Creativity, Simplicity, and Responsiveness and are guiding principles in helping our customers achieve positive patient outcomes.

VISIT US TODAY AT

MEDONEGROUP.COM

Med One Group

GROWTH SINCE 1991



34+ Years in Business

200+ Employees

17 Offices (13 new offices in the last 5 years)

5,000+ Healthcare Customers (all time)

\$1.2+ Billion in Leasing (last 10 years)

50,000+ Units of Rental Equipment

\$100+ Million of Rental Revenue (since 2015)

100,000+ Deliveries and Pickups (since 2015)

100+ Vendor Finance Partners

30+ Field and In-House Sales Reps

SAN JOSE, CA

2365 Paragon Drive, Ste F & G
San Jose, CA 95131

CORONA, CA

210 Lewis Court
Corona, CA 92882

LA MIRADA, CA

13955 Valley View Ave.
La Mirada, CA 90638

SACRAMENTO, CA

4045 N Freeway Blvd.
Sacramento, CA 95834

FRESNO, CA

453 W. Bedford Ave.
Fresno, Ave. Fresno, CA. 93711

HAYWARD, CA

1766 Sabre Street
Hayward, CA 94545

BURBANK, CA

2521 North Ontario Street
Burbank, CA 91504

EL CAJON, CA

1027 N. Marshall Ave
El Cajon, CA 92020

SANFORD, FL

576 Monroe Rd., Ste 1336
Sanford, FL 32771

FT. LAUDERDALE, FL

6600 NW 12th Ave. #214
Fort Lauderdale, FL 33309

TEMPE, AZ

3120 S. Potter Drive, Suite 2
Tempe, AZ 85282

WOODSTOCK, GA

105 Smokehill Lane, Suite 100
Woodstock, GA 30188

AURORA, CO

3449 Chambers Road, Suite D
Aurora, CO 80011

RALEIGH, NC

3811 Tarheel Drive, Suite 109
Raleigh, NC 27609

BOERNE, TX

52 Worth Drive
Boerne, TX 78006

DRAPER, UT

313 West 12800 South, Suite 307
Draper, UT 84020

SANDY, UT (Corporate)

10712 South 1300 East
Sandy, UT 84094

Speak Well of Him

Written By **Grady Brown**
Chief People Officer



Early this summer, I took a trip overseas. As we flew over the Atlantic Ocean, I looked out the airplane window at the vast seascape of dark blue water below. My thoughts reflected on early European explorers who sailed on the waters below me, fishermen with their nets in search of a catch, passenger ships, and of war ships with their various military assignments. I readily admit that some of this thinking was to distract my thoughts from feeling helpless and vulnerable, while at 30,000 feet above such a large ocean.

One of the ships that sailed in the waters below me was the RMS Lusitania. This was a British passenger ship that first set sail in 1906 and could

carry 2,000 passengers, and about 850 crew. Like the famous Titanic (sunk three years earlier), she symbolized modern engineering and international travel. In May of 1915, the Lusitania was attacked by a German submarine and sunk in less than 20 minutes, ending the lives of 1,198 passengers including 128 Americans. Two of those Americans were, Elbert Hubbard and his wife Alice.

Elbert Hubbard (1856–1915), was a writer, publisher, philosopher, lecturer, entrepreneur and businessman. I likely wouldn't remember Elbert if not for his stirring quote that I saw many years ago. It reads:

"If you work for a man, in Heaven's name work for him; speak well of him and stand by the institution he represents. If you must growl, condemn, and eternally find fault, resign your position and when you are on the outside, damn to your heart's content. But as long as you are a part of the institution, do not condemn it."

Elbert Hubbard captures an important concept here that is often lost in our busy professional and personal lives. I've been spending my days in the field of human resource administration now for nearly 35 years. Most of these years have been in executive roles which have provided good visibility into the comings and goings of many employees. Employee separations are the result of many, and varied circumstances. Some are performance related, many are driven by changing personal circumstances, and others come because of a changed work environment that creates ill-suited conditions. I don't think all employee turnover is bad. In many cases, an employee's professional growth and capacity to contribute to the organization outpaces the company's ability to provide a suitable position. When employees

leave for this reason, the company should use this opportunity to celebrate the growth of the departing employee and examine if any more could have been done organizationally to create a longer lasting role. Back to Elbert's observation, when employees are overly critical of company leadership and decision making, they weaken the very ties that connect them to their employers.

Not long ago, I visited one of our remote office locations. Once there I found many committed and hard-working employees, as well as some who seemed to only have complaints about their employment. It seems fair to me to ask the penetrating question of this latter group; why are you still here? If you are showing up each day and being paid for your time, let that time be spent in support of, and advancing in some way, the goals of the organization. Now, I encourage all employees to speak up and give their input about better and more effective ways of doing their jobs. Cost savings suggestions, efficiency ideas, and supportive input are always welcome. But to continually harp on the negative is not helpful in the least. I favor the adage and perspective of being part of the solution to problems, of building rather than tearing down, and assuming positive intent rather than negative intent. It is in these ways that employees become truly woven into the fabric of their departments, organizations and the companies where they work.

One last thought on this subject. When the inevitable organizational changes happen, it will be these employees who find themselves still tethered to the company. Though Elbert Hubbard met an early and untimely death, his admonition, "If you work for a man, in Heaven's name work for him; speak well of him and stand by the institution he represents," remains as true now, as it did then.

"As long as you are a part of the institution, do not condemn it."

LET'S GIVE BACK



scale. Although my motive in volunteering is often intrinsic—it makes me feel good, I know that it also helps my community, and that is something we can all feel joy in. In recent years, I have leaned into my millennial cat lady status and focus more on volunteering at animal shelters, fostering animals, and volunteering with various TNR (trap, neuter, return) groups across the different states I've lived in.

I've learned it doesn't have to be big, but donating your time and service seems to always do everyone involved a world of good. Since the National Day of Service and Remembrance was also commemorated in September, I thought I'd put a quick list together of easy ways for you to get involved in your community.

Donate Blood or Volunteer at a Blood Drive

Consider donating blood through the American Red Cross. Generally, it takes under an hour, and a single blood donation can help save multiple lives! The Red Cross makes it easy to find drives and schedule an appointment on their website.

You can also consider hosting a drive at your workplace or local business, or volunteer at a blood drive. Certain health limitations may prevent you from donating, but there's always a job for anyone at a blood drive. If you are interested in blood donation, you might want to take it a step further and register with the National Marrow Donor Program if you are healthy and willing.

Support Teachers & Education in Your Community

Public schools and teachers are such a center stone in our local communities. Although many schools limit volunteer opportunities now for safety reasons, supporting a teacher or student goes a long way.

When the school year starts, if you have the means, you can find school supply lists online or in many stores and get a set of supplies to donate to

a school for a student in need. Teachers also usually have wish lists that are easily accessible online, and these items go directly into a local classroom.

As a former teacher, I cannot tell you how exciting it is to receive even one pack of pencils. If you'd rather donate your time, contact local school districts to see how you can get involved.

Visit Your Local Library

Disneyland is fun, but have you been to your local library? To me, it's the happiest place on earth, but also has so many resources available. Pick up a calendar from your closest branch, and you will probably find plenty of volunteer opportunities.

Whether it's helping someone new in the crochet club, working in a community garden, or volunteering to do a story time for kids, there's probably an opportunity or more information about volunteering at the library. Some libraries even carry certain donation bins or informative materials that may help you head in the right direction.

Research Organizations with Causes that Speak to You

With the internet and AI at our fingertips, do some research for what may fit your lifestyle the best. Think about causes close to your heart. So many of us have been directly or indirectly affected by diseases, tragedies, or certain experiences that have made us a little more sensitive in that area. Do some digging online and see if you can give back in a way that honors your experiences and what's close to you—whether through time or donations.

However you decide to give your time, funds, or other goods, giving back is always going to be appreciated by those you help out and will also be of great benefit in your own life. Giving is always worthwhile, no matter the size of the service, so I encourage you to seek out some opportunities and see how life improves.

Since the National Day of Service and Remembrance was commemorated in September, I thought I'd put a quick list together of easy ways for you to get involved in your community.



Several years ago, more than a decade now, I played a large part in the service activities of the university I attended. I didn't plan on it taking up such a big space in my college experience, but here we are, a long while after, still positively affected by the time I spent volunteering. It started with signing up to volunteer at a blood drive and ultimately progressed to serving as Director for every volunteer effort that occurred on campus or involved students off campus. This meant much of my senior year was spent helping others get involved with programs like tutoring at local schools, volunteering with the Red Cross, spending time with the elderly at our local senior homes, and many, many other worthwhile projects.

Since then, I have tried to be active in my community and give back where I can, but definitely at a much smaller and more manageable

Giving is always worthwhile, no matter the size of the service.

EMPLOYEE SPOTLIGHTS



CECILY BRANDT

CREDIT ANALYST | SANDY, UT

My name is Cecily Brandt, and I'm excited to be part of the Med One team. I grew up in West Jordan as the eldest of three children. At 19, I moved to Germany, where I lived for 8 years. I learned German, traveled through Europe, and thoroughly enjoyed immersing myself in other cultures.

I have three nieces and one nephew, which I love spending time with. My fiancé and I have 6 dogs, which have given us more love and joy than we could have ever thought possible.

I started my career in finance in 2013. I've worked in documentation, sales, and now credit. I love working at Med One. I enjoy learning from my talented colleagues and appreciate the supportive management team, which encourages me to expand my skills and take on new challenges. Med One culture truly embodies the philosophy that a rising tide lifts all boats, and I look forward to working together to accomplish great things.



**I LOOK FORWARD TO
WORKING TOGETHER
TO ACCOMPLISH
GREAT THINGS**

KAYLEE SNOWDEN

BIOMED REPAIR TECH. | EL CAJON, CA

I was born and raised in the San Fernando Valley in California. I am a Biomed Repair Technician for the El Cajon office. My wife, Melissa, works at the Hall of Justice in Downtown San Diego for the District Attorney's office. We have two kids, a son and a daughter, who are both in college. At home, we have a French Bulldog named Gizmo, who is my little buddy.

I enjoy spending time with my wife and kids, as well as fixing things. While I may not have as many talents as I did when I was younger, I have some athletic abilities. In my spare time, I usually play video games, tinker with 3D printing projects, and get involved in sports, like basketball or bowling, with friends.

I attended a trade school where I studied electronics and earned computer certifications. I take pride in knowing that the work I do helps people by ensuring medical equipment is safe and reliable for providers and their patients.



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ORGANIZATION FOR
YEARS TO COME**



RANDY RAGLIN

OPERATIONS MANAGER |
HAYWARD, CA

Before moving to the Bay Area at the age of 22, I was born and raised in San Diego, California. I am the youngest of four siblings, with my three sisters being two years apart in age. My parents held us to high standards when we were young, which contributed to our success in our careers. Their continuous support, motivation, and encouragement drove us to excel. I am fortunate to have three wonderful brothers-in-law, making me an uncle to two nieces and two nephews.

In my free time, I enjoy playing sports, cooking, and barbecuing. I play recreational softball for the Valley Dawgs a few times a week in the Central Valley. I also like attending sporting events and concerts with my partner. We recently moved into a fixer-upper home in the Central Valley, providing us with many DIY projects. I spend most of my time caring for her two children, whom I adore and hope one day they will see me as a role model. I am grateful for her unwavering support in my personal and career endeavors.

I graduated from the San Diego Culinary Institute and worked as a chef for five years in La Jolla and San Francisco. Seeking further career advancement, I pursued a degree in Business Administration at the College of San Mateo after moving to the Bay Area. I have since taken on leadership roles and guided many individuals to success. Currently, I serve as an Operations Manager for Med One in Hayward, CA. I appreciate the supportive culture at Med One, which spans across all departments and contributes to the company's growth and development of its employees. I am excited to continue being a part of this organization for years to come.



BELLA PULSIPHER

ACCOUNTING CLERK | SANDY, UT

I was born and raised in Sandy, Utah, and have lived here my whole life. I'm the second youngest in a family of six, with an older brother, an older sister, and a younger sister. We also have the sweetest yellow lab named Stitch; he's the heart of our home. Right now, I live with my two best friends, Kenzie and Haley. We have a blast.

In my spare time, I enjoy doing yoga, playing the piano, listening to music, and spending time outdoors. Lately, I've gotten more into hiking, and I want to hike Mt. Timpanogos soon. My boyfriend, Carson, loves to hike so this has been something fun to do together. I also love to dance. I grew up as a competitive dancer and was a member of my high school's drill team. One of my long-term goals is to coach a drill team and help inspire the next generation of dancers.

I recently graduated from the University of Utah with a degree in Health, Society, and Policy, along with a minor in accounting. Go Utes! Currently, I work as an Accounting Clerk at Med One. I like accounting because there's always a set answer, and it feels rewarding to work through numbers and see everything balance out. I hope to get a master's in accounting one day and possibly a CPA license.

Med One is a great company. I genuinely enjoy working here. The people are incredibly supportive, and the company culture is both uplifting and motivating. It's a place where I feel valued and encouraged to grow.



**IT'S A PLACE WHERE
I FEEL VALUED AND
ENCOURAGED
TO GROW**



>> what does it mean to be

A SYSTEMS ADMINISTRATOR



Written By **David Marinero**
Systems Administrator

My first introduction to the world of computers was when I was five. The school district my mom worked for was replacing their old Apple IIs and she brought one home. Voilà, my fist hand-me-down machine complete with The Oregon Trail, Muppetville, and Wheel of Fortune, each on its own 5.25-inch floppy disk. I didn't know it then, but that moment would help shape my future and computers would become a central part of my life from that point on.

Fast forward to adulthood, after an unsuccessful career in 3D animation, I found myself making ends meet by lending my skill set to IT services. Seventeen years later, I'm still here "fixing computers". But what was it that got me here? What does it mean to be a System Administrator?

Throughout my career in IT, I've seen many things, good, bad, and utterly shocking. Regardless of the circumstance, there is always something to take away and learn. This, along with all the life lessons gathered, has reshaped my perspective of what IT really is and should be.

When you start your IT journey, you're pressing buttons and googling issues, hoping something works. As you grow, you begin to understand the why and the implications of pressing that button, while mastering the art of fine-tuned research. If you're lucky, you'll have a rockstar mentor, or at least the chance to work with a team that challenges and inspires you. The point is, you will be presented with lots of opportunities to learn, and what you take away from those experiences is entirely up to you.

Helpdesk roles are traditionally reactive: a problem comes in; a problem gets solved. The best helpdesk professionals go beyond that. They are curious, organized, and relentless investigators. They chase down the root cause, not just apply band-aids and move on. They eventually become System Administrators.

System Administrators take an expanded approach. While others react to issues, System Administrators also need to anticipate them. Their work is proactive, strategic, and deeply technical. They are the silent architects behind the scenes, building resilient infrastructures that quietly power the business. They protect the company's data and assets, not just with firewalls and backups, but with foresight. They ensure security and compliance by staying ahead of the game, adapting to evolving threats, and implementing controls that balance protection with usability. They design systems that scale, flex, and serve users effectively. They solve the hard problems, the ones that don't come with a manual. Perhaps most importantly, the System Administrator journey of growth and learning is never-ending. Technology is ever evolving, and so must they, System Administrators must be lifelong learners.

Because technology evolves fast, if you don't maintain the drive and tenacity to keep up, you risk falling into the trap of complacency. Whether it be adherent to the status quo, unwillingness to further education, or reluctance to maintain or revisit deployed resources once they're "working." These traps don't just cause inconvenience, they create vulnerabilities. My fear of complacency and unwillingness to settle for "good enough" mixed with my sense of ambition, has always driven me to do better. In other words, I don't just learn how to fix things or how to use new tools, I learn how to learn. That's what kept me relevant.

IT is full of shortcuts and quick fixes. There's a saying in the field: "Nothing is more permanent than a band-Aid." It's a reflection of how temporary solutions often become enduring fixtures, and potential long-term liabilities. But I've learned that integrity means resisting the easy or cheap fix. Those can often compromise the cohesion of the environment you mean to maintain. It means avoiding cutting corners when it comes to doing what's right. It means meticulous planning, testing, documentation, and implementing industry best standard solutions, even when no one's watching. It means advocating for what's right, even when it's inconvenient.

Sometimes, that means choosing security over convenience. Take multi-factor authentication, for example. Ask anyone in the industry, and they'll say it's essential. Ask end-users, and they'll say it's annoying. But security wins every time.

One of the main things I have learned is simple but vital: vigilance isn't optional. In IT, every system, every process, every decision, and every investigation needs ongoing attention. Staying current isn't just about learning new tools, it's about

// PERFECTION isn't the goal...

// PROGRESS is.

questioning assumptions, revisiting old solutions, and thoroughly following every lead. The job doesn't end when something works. It ends when it works well, is backed up, is recoverable, is secure, scalable, documented, and most importantly is understood by more than one member of the team.

At the end of the day, perfection isn't the goal, progress is. I hold myself to a simple mantra: "Do better. Be better than yesterday." That's the standard I live by. That's the mindset that keeps me moving forward. What moves you forward?

COURAGEOUSLY CAMPAIGN

- C CREATIVITY
- O OBSERVANT LISTENING
- U UNITED TEAMWORK
- R RESPONSIVENESS
- A ABOVE & BEYOND
- G GENUINE RELATIONSHIPS
- E EVERY DAY – DO IT RIGHT
- O OUTSTANDING INTEGRITY
- U UNIQUE PATIENCE
- S SIMPLICITY
- L LEARNING & GROWING
- Y YOU’RE THE DIFFERENCE

This year, we launched our **COURAGEOUSLY CAMPAIGN**. Embedded in and through THE MED ONE WAY is the word **COURAGEOUS**—an acronym containing the words and values that drive us everyday.

As the year progresses, we emphasize a specific word that acts as our Med One value to focus on that month. Recently, we have spent time recognizing examples of Genuine Relationships, Every Day — Do it Right, Outstanding Integrity, and Unique Patience. Here are a few stories we are thrilled to share.

We are excited to continue the year acknowledging our team members and the ways they embrace The Med One Way.



ANSEL DUNN
DELIVERY DRIVER

Ansel Dunn deserves so much recognition at Med One. He has genuine relationships with all employees here and loves to make everyone smile ear to ear. Ansel shines bright, he’s got the greatest personality and always makes the warehouse laugh. He radiates positivity everyday and makes working here a blast! Every office needs an Ansel! He also has genuine relationships with so many accounts, I hear a lot of feedback about him. Our accounts adore him and always have great things to say, they even request him as a driver when possible. Ansel is a wonderful team player and we are very lucky to have him.

JOE FINELLI
VP DIRECTOR OF COMMERCIAL LEASING

I am nominating Joe Finelli. Though he is my direct report, Joe has shown true compassion for the challenges we face outside the day-to-day hustle. While dealing with a lot outside the box, Joe put everything aside to listen and genuinely care for the challenges I was and am facing. Joe has been honest and trustworthy in every step of the way since arriving at M1 Financial and I am very thankful. It truly has blossomed into a true and Genuine Relationship!

REGINO CAMARIO
DELIVERY DRIVER

Regino values emotional honesty, so he shares his own vulnerabilities and is equally open to hearing others’ struggles, joys, and experiences. He offers support without judgment, creating a safe space for trust and understanding. He doesn’t just remember the big moments in a person’s life, but also pays attention to the little things—like remembering someone’s favorite coffee order or how they like to unwind after a stressful day. His relationships aren’t about keeping score, but about being there for the long haul, offering genuine care and encouragement.

KAYLEE SNOWDEN
BIOMED REPAIR TECHNICIAN

To me, Kaylee has portrayed this month’s theme of Every Day—Do it Right by taking an interest and helping to show other Biomed Techs how to properly maintain the equipment they work on. Recently, my team and I have worked on editing some short video tutorials that Kaylee has taken the initiative to record and narrate. I think this really shows the spirit of this month’s theme, and I think it’s admirable that he’s taking initiative and helping to educate those around him with these short tutorials!

DAVID HUBBARD
EQUIPMENT CLEANER

I am nominating David this month because he continuously shows his dedication, hard work, and kindness everyday here at Med One. He comes in with a smile on his face ready to give his very best at work. David will take any advice and constructive criticism with the best attitude and positive outlook. He is always striving to improve and do better and it never goes unnoticed! David has been a positive light here at work and always has this energy and happiness that we feed off of and helps us all be more motivated and positive, regardless of how hard and long the shifts can be. David is a hard worker since the first day he started and everyday since then he’s been incredible.

JASON SMITH
SENIOR SYSTEMS ADMINISTRATOR

Jason feels like the embodiment of Every Day—Do it Right. He is all over the place sometimes, working remotely, at the Draper office, or here in Sandy, but no matter where he is or what he’s working on, he’s always assisting the team in one way or another. His ability to balance his workload while supporting his colleagues shows a true commitment to doing things right every day. It’s no wonder he’s been here for over 10 years, because to me, he’s a clear example of consistency and excellence.



WHY JAPAN SHOULD BE YOUR NEXT ADVENTURE

Written By **Ben Thornock**
Media Production Specialist

You may have always dreamed of going to Japan on vacation, or maybe you've never thought about it at all. Either way, after reading this article, you just might be ready to buy your ticket.

My mom is from Tokyo, which makes me half Japanese, and I grew up visiting Japan many times. Over the years, I've developed a deep appreciation for the culture and beauty of the country—especially during the time I spent serving my LDS Church mission on the northern island of Hokkaido. My love for Japan continues to grow today, especially since my wife is also from there.

Because we're so connected to Japanese culture, people often ask my wife and me about traveling to Japan, and we're always happy to share our experiences. I want to preface this by saying every country has its own unique beauty and charm, and there are many incredible places I haven't been. That said...Japan is the best! Okay, maybe I'm a little biased.

Whether you're into history, food, nature, sports, or just want a safe, clean, and fascinating place to explore, Japan delivers. Here are four reasons why Japan should be on your list—plus some helpful travel tips at the end.

1. UNIQUE CULTURE

The number one reason to visit Japan is the culture. Even before you land, you'll notice the difference in service if you fly a Japanese airline. Japan also has no tipping culture—people take pride in doing their jobs well, and it shows. Streets

are clean, trains run on time, and visitors often remark on how safe and orderly the country feels. From ancient temples and tea ceremonies to futuristic skyscrapers and bullet trains, Japan seamlessly blends tradition with innovation.

2. WORLD-CLASS FOOD

Yes, sushi is amazing in Japan, but that's just the start. If you aren't a huge fan of fish, there are plenty of other options: ramen, wagyu beef, street food stalls, and Michelin-star restaurants are everywhere. You don't have to spend a lot of money to eat well either—restaurants are fairly priced, and even the convenience stores are on another level. 7-Eleven, Lawson, and Family Mart offer delicious, affordable meals that will surprise you. Trust me, you'll end up eating there more than once.

3. NATURAL BEAUTY

No matter the season, Japan's landscapes will leave you in awe. Spring brings cherry blossoms, autumn explodes with fiery red leaves, and winter offers world-class skiing in Hokkaido. You can soak in a steaming hot spring, hike through lush mountains, or catch a glimpse of Mt. Fuji on a clear day. Japan's natural scenery is just as much a part of the experience as its cities.

4. ENDLESS ENTERTAINMENT

Whether you're a sports fan, a history buff, or a pop culture enthusiast, Japan has something for you. Baseball games are electric, sumo tournaments are uniquely Japanese, and skiing or surfing opportunities abound depending on the region. In Tokyo, Akihabara is paradise for electronics and gaming, while Ginza is home to high fashion. Kyoto offers traditional crafts and historic shrines, while festivals (matsuri) light up cities year-round with fireworks and amazing food. And if you're a Disney fan, Tokyo Disneyland and DisneySea are an absolute must.

Japan is one of those places that sticks with you long after you return home. The kindness of the people, the blend of old and new, the food, and the sheer beauty of the country all combine to make it unforgettable. I hope you find as much joy in Japan as I have. And who knows—after one trip, you might already be planning your next.

If you ever have more questions, feel free to reach out! My wife and I would love to help in any way we can.

TRAVEL TIPS

PUBLIC TRANSPORTATION – If you plan to travel between cities by train, a Japan Rail Pass can save you money. If you have an iPhone, you can add a Suica card (public transport card) directly to your phone and recharge it with Apple Pay or cash at kiosks.

CASH STILL MATTERS – Many small shops and restaurants are cash-only. Japan uses coins for ¥100 and ¥500 (similar to \$1 and \$5), so a coin purse is practical (yes, even for men). You can pick up a cheap one at Daiso, Japan's dollar store.

LEARN SIMPLE PHRASES – A little Japanese goes a long way. “Arigatou gozaimasu” (thank you) and “sumimasen” (excuse me/sorry) are the essentials. English is fairly common in big cities, but less so in the countryside.

RESPECT LOCAL ETIQUETTE – Pick up after yourself, remove shoes indoors, and keep conversations quiet on trains. Slurping noodles is okay—but don't stick chopsticks upright in rice, as it mimics a funeral custom.

ATM ACCESS – Not all ATMs accept foreign cards. Japan Post, 7-Eleven, and FamilyMart ATMs almost always work.

LUGGAGE DELIVERY – If you have large bags, use takuhaibin (luggage delivery) to send them from your hotel or a convenience store to your next hotel or the airport. It's fairly cheap, easy, and makes train travel stress-free.

INTERNATIONAL DRIVING PERMIT – If you want to drive, get a permit through AAA before your trip. Easy and inexpensive. For cities, though, trains and taxis are the way to go.

TAX-FREE SHOPPING – Many stores offer tax-free prices for tourists if you show your passport, so keep it with you when shopping.

STAY CONNECTED – Rent a pocket Wi-Fi device for navigation and translation apps if you don't have service. You can pick one up and drop it off at the airport (I've used japan-wireless.com and it was very convenient).

BE TRASH-SAVVY – Trash cans are rare, so be prepared to carry your trash with you or drop it at a convenience store.



KINDNESS KINDNESS IN HEALTHCARE AND MED TECH KINDNESS



WE ALL HAVE THE QUIET
POWER TO MAKE
LIFE BETTER

Written By **Ibby Smith Stofer**
IDN & Health Systems Director

As I reflect on life's lessons, I notice some come more naturally to me, while others, I need gentle reminders. These lessons—about kindness, helpfulness, and conscientiousness—remind us that our words and actions can change lives every day. It isn't complicated or burdensome. It's a simple way to help ourselves and others reduce stress, uncertainty, and increase understanding of each other.

Here are some lessons we can implement each day in the world of healthcare through small acts of kindness,

helpfulness, and conscientiousness from both the clinician and supplier's roles.

A MOMENT OF KINDNESS CAN EASE STRESS

I once watched a nurse gently explain each step of inserting an IV to their nervous patient, even though the patient hadn't asked. The patient's face softened, and the process went smoothly. In healthcare, small gestures like these can change the tone of the day.

Call to action: Before your next patient interaction or client call, ask: What's one small reassurance I can offer?

LISTENING IS AN IMPORTANT STEP OF THE HEALING PROCESS

A physician once sat quietly as a patient expressed fear of a diagnosis. The physician didn't rush to provide facts—he gave space for the fear to breathe. Likewise, a supplier who listens to the unspoken challenges of a clinic builds deeper trust.

Call to action: During your next meeting, pause. Let the other person finish completely before responding.

BEING PROACTIVE REDUCES BURDENS FOR EVERYONE

A med-tech rep who checks inventory before a busy surgical day prevents last-minute chaos. A nurse who calls a patient with pre-procedure reminders reduces anxiety and no-shows.

Call to action: Identify one place this week where you can solve a problem before it arises.

ACKNOWLEDGING CONCERNS BUILDS TRUST AND CLARITY

Ignoring worry doesn't make it disappear—only buries it. A simple, 'I understand you're worried,' validates feelings and opens the door to solutions.

Call to action: The next time you notice hesitation or uneasiness, acknowledge it gently and offer to walk through it together.

ATTENTION TO DETAIL SHOWS RESPECT AND PREVENTS ERRORS

From accurate labeling of samples to precise device calibration, details are where trust is earned—or lost. Skipping them is risky and disrespectful to those who rely on you.

Call to action: Choose one process you handle often. Review it this week for accuracy, even if you think it's flawless.

HELPING BEYOND YOUR ROLE BUILDS COLLABORATION

Delivering equipment is one thing. Staying a few extra minutes to answer questions or troubleshoot is another. Clinicians and suppliers alike strengthen trust by going beyond their 'official' duties.

Call to action: Find one way this week to go a little beyond what's expected.

EXPLAINING JARGON HELPS BRIDGE GAPS AND REDUCE STRESS

Healthcare language can be intimidating. Taking time to explain jargon in plain terms doesn't dumb it down—it lifts someone up.

Call to action: Identify a term or process this week that you can explain simply for a patient, peer, or partner.

You may never know the stress you removed or the hope you restored. But someone will carry your moment of kindness with them and change how they show up for the next person.

Whether you're placing a stethoscope on a patient's chest or placing a new device in a clinician's hands, remember, kindness, helpfulness, and conscientiousness don't just improve outcomes—they change how people feel in your presence. In healthcare, feelings create trust, and trust shapes everything else.

KINDNESS, HELPFULNESS, AND CONSCIENTIOUSNESS
DON'T JUST IMPROVE OUTCOMES—THEY CHANGE HOW
PEOPLE FEEL IN YOUR PRESENCE



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