

MedOne TO ONE

03

Letter From The Editor

NEW YEAR. NEW YOU?

Written By Troy Tait

05

Letter From Senior Leadership

**THE DIFFERENCE
WE MAKE TOGETHER**

Written By Mark Stevens

**TIMELESS VALUES DEMAND
CONTINUOUS CHANGE**

Written By John Frank

13**EMPLOYEE
SPOTLIGHTS****25**

CONTENTS

MED ONE GROUP | SINCE 1991

**TAILORED FINANCIAL AND RENTAL SOLUTIONS
FOR HEALTHCARE PROVIDERS**



03

Letter From The Editor

NEW YEAR. NEW YOU?

Written By Troy Tait

EDITOR

Troy Tait

05

Letter From Senior Leadership

THE DIFFERENCE WE MAKE TOGETHER

Written By Mark Stevens

CREATIVE

Brian Gates

LuLu Mecham

Christy Hadiwinata-Fullmer

Jordyn Jackson

Craig Burton

09

MEET THE SALES TEAM

Leasing & Rental

CONTRIBUTORS

Mark Stevens

Troy Tait

John Frank

Brad Johnson

Ibby Smith Stofer

Cole Kartchner

David Cook

Justin Moore

Rose de la Rosa

Jared Cox

13

View From the Board

TIMELESS VALUES DEMAND CONTINUOUS CHANGE

Written By John Frank

19

EXTRAORDINARY

Written By Brad Johnson

21

COURAGEOUSLY

A Year in Review

25

EMPLOYEE SPOTLIGHTS

David C., Justin M., Rose D., and Jared C.

31

REFLECTION ON CHANGE

Ibby Smith Stofer

33

THE STRENGTH OF SAYING “I DON’T KNOW”

Written By Cole Kartchner

NEW YEAR. NEW YOU?

Tips For Setting New Year Goals



We've made it to another new year, and with it come those daunting decisions about resolutions. Is this the year you finally accomplish the goals that have managed to dodge you for so long? Could this be the moment you get better sleep, save more money, lose those extra pounds, start that new hobby, become more patient, manage your time better—insert your resolution of choice here.

I love the optimism that comes with a fresh start. A chance to say, "Don't worry about the past—just focus on what's ahead." For many, January 1st represents exactly that: a time to reflect on the previous year and set new goals for the one to come. We look back at where we succeeded and where we might need a bit of work.

As I began my own annual ritual of reflection and analysis, I realized: one year just isn't enough time for me. If I want to improve my chances of achieving my goals, I've decided I need to stagger the start times throughout the year.

Take my recurring goal to improve my gym attendance. Every January, the gyms fill to capacity—a clear sign that a lot of people have the same idea. I'm willing to bet that gyms across the country would agree that January is peak season for new memberships. And every year, like clockwork, the crowds thin out. By the end of February, all that "New Year motivation" has fizzled, and many of us have quietly slipped back into our old habits.

So, after much thought, I've crafted what I believe is a foolproof strategy to make this my most successful year yet. The goal remains the same—go to the gym more consistently—but instead of starting in January, I'm starting in May. That way, when I inevitably stop going after two or three months, I'll be able to say, "At least I made it to July," instead of, "Well... at least I made it to March."

As funny as it sounds, staggering my start dates has helped me rethink the way I approach improvement. Not everything has to begin on



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

January 1st, and not every goal needs the pressure of a twelve-month countdown. Spreading out the start times gives each goal room to breathe—and gives me a better chance at sticking with them. Sometimes success isn't about trying harder; it's about structuring your efforts in a way that works for you.

The same principle applies in business. Companies often set annual goals only to abandon or revise them a few months later when reality hits. But staggering initiatives throughout the year—launching projects when the timing is right, reassessing priorities quarterly, and giving each objective its own runway—can lead to far better outcomes. Whether personal or professional, goal setting works best when it aligns with real habits, real capacity, and real timing. So, this year, instead of one giant reset in January, try giving yourself (and your team) a calendar full of smaller, better-timed fresh starts. It might just make July feel a lot more successful than March ever did.

"Don't worry about the past—just focus on what's ahead."

THE DIFFERENCE

WE MAKE

TOGETHER THE

DIFFERENCE WE

MAKE TOGETHER

THE DIFFERENCE

WE MAKE

TOGETHER THE

DIFFERENCE WE

MAKE TOGETHER

THE DIFFERENCE

WE MAKE

TOGETHER THE

DIFFERENCE WE

MAKE TOGETHER

5 FALL/WINTER



THE DIFFERENCE WE MAKE TOGETHER



Written By **Mark Stevens**
Executive Vice President / Chief Operating Officer

Throughout 2025, the great people at Med One focused each month on the different traits that make up COURAGEOUSLY. There was so much good that came about through this campaign: employees were able to focus on a different trait each month, our Marketing Creative Team produced great videos highlighting the letter of the month, getting employees perspective and presenting winners, but the highlight for me was that our people took the time to recognize their peers and the good things they do in their roles. Overall, there were 398 nominations during the year. This means that 398 times a Med One employee took the time to recognize someone else to highlight the way they embody COURAGEOUSLY in their daily efforts.



EACH AREA OF MED ONE HELPS ANOTHER AREA BECOME SUCCESSFUL.

What a tribute to our people! In a world where the default setting is to criticize and belittle, I find it striking how enthusiastic our people were about drawing attention to the good things they see others do.

Each time a person received a nomination, that nomination was sent to the nominee for them to read. These were sent unannounced, so nominees had a chance to see who they were nominated by and read for themselves the nomination. I had the opportunity to see the reaction of nominees several times, and it was gratifying to see the joy and appreciation felt by nominees.

In December the final trait was *YOU ARE THE DIFFERENCE*. The perfect trait to end the year. Med One's most valuable asset is its people, and our company is what it is because of great people.

In all our offices throughout the country there are people who exhibit a willingness to do whatever it takes to make a difference in their area. We are fortunate as an organization to know there are people who care so much about the mission of Med One and feel empowered to work in such a way, knowing that their contribution matters, and that they really do make a difference in the lives of the people and communities we serve.

The reality that each person is the difference connects with a concept called Transactive Memory. Transactive memory is basically a group memory system where individuals specialize and rely on each other to retain and retrieve knowledge about their area of expertise. Collective memory and expertise are far more powerful than any single person's memory, and in an organization where there is trust and respect, people are free to do what they do best and contribute in ways that best suit their ability. This helps develop levels of communication and shared experience that enable teams to work through challenges and create positive opportunities.

We see transactive memory happening at Med One all the time. For example, when our leasing sales teams create new business, they rely on our credit team to offer their expertise, they rely on our sales support team to mix in their expertise, then the accounting team provides their expertise and so on. For our Rental Sales team, they rely on our Ops teams, drivers, and others to provide their expertise all in effort to best serve our customers. In our Marketing team, one member may focus on social media, another is expert in analytics, another is relied on for content creation, and all effectively share a knowledge base to produce as a team.

Earlier in the year I read a comment in a quarterly evaluation that struck me. "Too many people look at their department as the most important in the company, by default causing them to think everyone else's is less important." It is positive when people take great pride in their department and what it means to Med One. It is far greater when each department recognizes how they compliment other departments and work together to do great work. The simple truth is that each

WE COLLECTIVELY KNOW THAT ALL OF US AT MED ONE ARE THE DIFFERENCE.

area of Med One helps another area become successful. No single department can accomplish their goals alone. This is why transactive memory matters so much.

This is where the power of the COURAGEOUSLY campaign matters. When our people reach across different departments, recognizing the good that others do and how important it is toward achieving goals, we create a culture and an organization where we all feel the great worth of their role and their effort, and we collectively know that all of us at Med One are the difference.

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 originations, vendor development, creating strong relationships with customers, and successfully blending all aspects of the leasing sales process to maximize returns.



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.



JOSH LAMPROPOULOS

Regional Sales Director - Leasing

Josh joined the Med One team in October of 2019 and 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 equipment and technology Med One has placed in doctors' hands. After work, Josh can be found golfing and fly fishing.



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.



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 technical 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.



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 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.



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.



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 spending time with his family.



MIKE DANIELS

National Sales Director

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

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

**Victor Garcia**

District Sales Manager

**JEREMY QUICK**

Territory Sales Manager / South Central

**GARRETT WETZEL**

Territory Sales Manager

**TYLER LAWRENCE**

Territory Sales Manager

**ANDRES REGALADO**

Territory Sales Manager / Northern 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.

**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.

**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.

**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.

**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

With a background in Respiratory Therapy, Damian was ready to succeed as he joined the Med One team in 2025. His favorite part of working in the industry is being able to be a resource to hospitals and care teams. He believes combining clinical knowledge with consultative sales is incredibly rewarding. Outside of the work, he enjoys being outdoors and is passionate about personal health and wellness.

**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.

Timeless Values

Demand Continuous Change



Written By **John Frank**
Board of Directors

I grew up on a farm near Springfield, IL. Both my parents came from many generations of farmers. It seemed inevitable during my formative years in the 1970s and 80s that I, or one or more of my 4 siblings, would also be farmers. That was not meant to be, for reasons that I will share.

By today's standards, our farm was small. Back then, we were considered to be a large farm operation. At one time, we annually raised 300 pigs, 100 cattle, and several hundred acres of corn and soybeans. A farm family of 7 could not support themselves today on such a meager foundation. The largest farmer in that county then farmed 3,000 acres. Today, the largest farmer in that county farms over 50,000 acres.



"It was just as important to me that my customers and employees trusted me as it was that my wife and kids trusted me."

My dad had a deep respect for the long heritage of our farm from previous generations. He worked extraordinarily hard, and he expected the same from all of us. In addition to farming, he ran a Mobil gas station, sold seed corn, delivered US mail, and had a snow plowing business in the winter.

Dad never took anything for granted. Always stretching himself, he learned to become a great farm machinery mechanic, performed most veterinary services on his own animals, studied the commodities markets to know better when to sell grain or livestock, and monitored weather patterns with a satellite dish before anyone knew what one was. He bought a personal computer when they came out in 1983, and continuously challenged himself to learn new technologies until he died at age 92.

What does this have to do with you, me, or Med One? Well, a lot!

My parents had a set of strong timeless values: *do it right the first time, always finish the job, do what needs to be done before you are asked to do it, do the right thing all the time, never stop learning, don't get stuck in the past*, and many more such sayings!

Med One has a long history of consistently doing the right thing for its customers, employees, and families. For decades, the company has made difficult decisions, worked tirelessly, and continually evolved to meet the needs of the market and its stakeholders. Throughout this time, Med One has remained guided by a strong set of values, principles, and an uncompromising work ethic, while also embracing change, staying ahead of the market, and making strategic financial investments in the future.

And to be sure, there were failures and setbacks along the way, just as there were for my parents. Sometimes we get second chances and sometimes we don't. We cannot grow comfortable thinking that there will always be a second chance in our work or our relationships. We have to work, prepare, practice, and focus on what we are called to do at work and at home so that we maximize our limited time, use all of our abilities, and make a difference in every aspect of our lives.

I have never been one to distinguish between my life at home and at work. I have strived to pursue the same high standards in all areas of my life because if I was compromised in one area, it was inevitable that it would negatively affect all areas. It was just as important to me that my customers and employees

trusted me as it was that my wife and kids trusted me. Just as when a piece of trash blowing through your yard needs to be picked up, so too does a piece of trash in the parking lot at Med One need to be picked up.

Med One has timeless values that are consistently reinforced in all of our messaging. Timeless values (culture) do not mean that nothing needs to change. In fact, we need to be changing continuously. Learning, stretching, evolving, and opening our minds to new and better ways to serve our customers, our fellow employees, and even our family and friends. Searching for improvements to everything we do, finding ways to do things we previously thought were not possible, and delivering at a lower cost or more efficiently. That is what is needed to safeguard timeless values!

Let us all be someone who doesn't just depend on authority or direction or inertia, but who is eager to take responsibility, act with urgency, and bring out the best in everyone around us. That is the way my parents lived their entire life, and they have 5 kids that are still living those timeless values.

One of the most difficult decisions my dad ever faced was when he realized that his kids needed to go do something else productive with their lives besides farming. The investments needed to support two more families on the same farm required new thinking. His decision was decisive and without any regret. The world had changed for small farmers, and my siblings were compelled (and supported by our parents) to start new businesses and careers with the same timeless values of our youth. My cousins would go on to farm the land at a much larger scale, and that heritage continues in all of our hearts.

Med One is a great company for the countless reasons that we all know well. Culture and values are a foundation that demand growth, learning, stretching, and investing for everyone associated with the company. As we start a new year, let us all embrace this promising future by calling ourselves to new levels of performance and adherence to timeless values at work and at home.

► CREATIVITY

► OBSERVANT LISTENING

► UNITED TEAMWORK

► RESPONSIVENESS

► ABOVE & BEYOND

► GENUINE RELATIONSHIPS

► EVERYDAY - DO IT RIGHT

► OUTSTANDING INTEGRITY

► UNIQUE PATIENCE

► SIMPLICITY

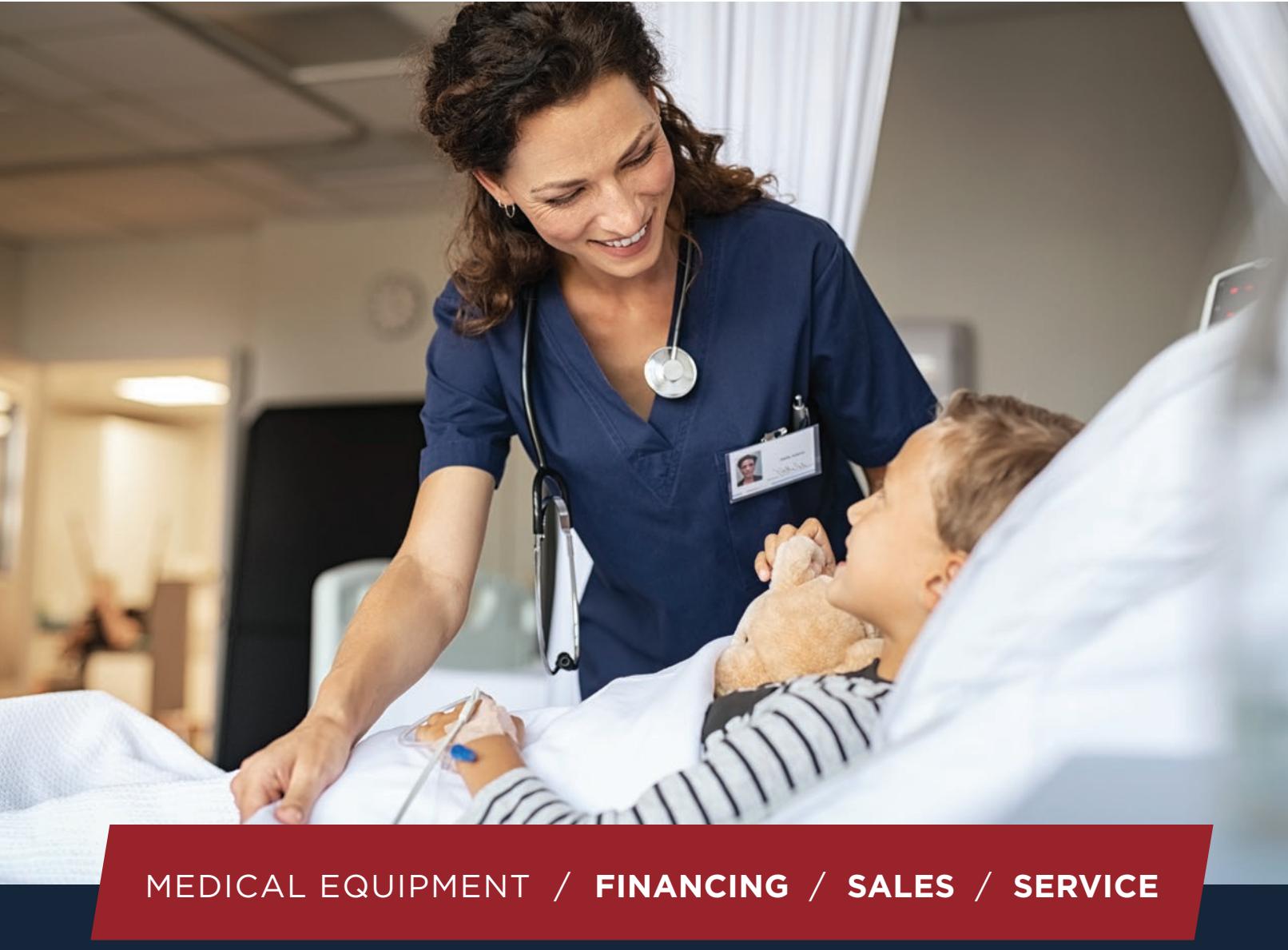
► LEARNING & GROWING

► YOU'RE THE DIFFERENCE



Med One Group

GROWTH SINCE 1991



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



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

3333 Burton Ave
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

EXTRAORDINARY

IF YOU WANT TO FIND PHEASANTS,
YOU NEED TO FOLLOW YOUR DOG.



Written By **Brad Johnson**
SVP - General Manager Rental Division

Extraordinary – is someone who possesses exceptional qualities, abilities, or achievements that set them apart from the ordinary.

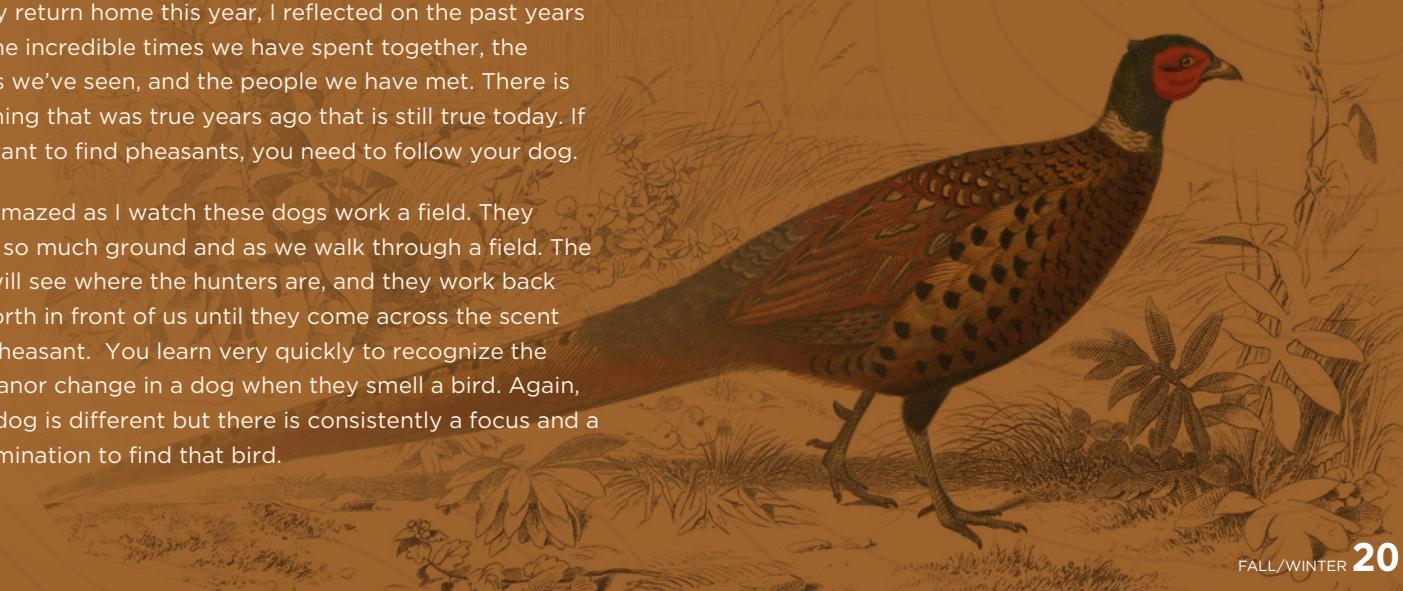
EXTRAORDINARY – “is someone who possesses exceptional qualities, abilities, or achievements that set them apart from the ordinary. This can include having remarkable talents, unwavering character, resilience, and a positive impact on others.”

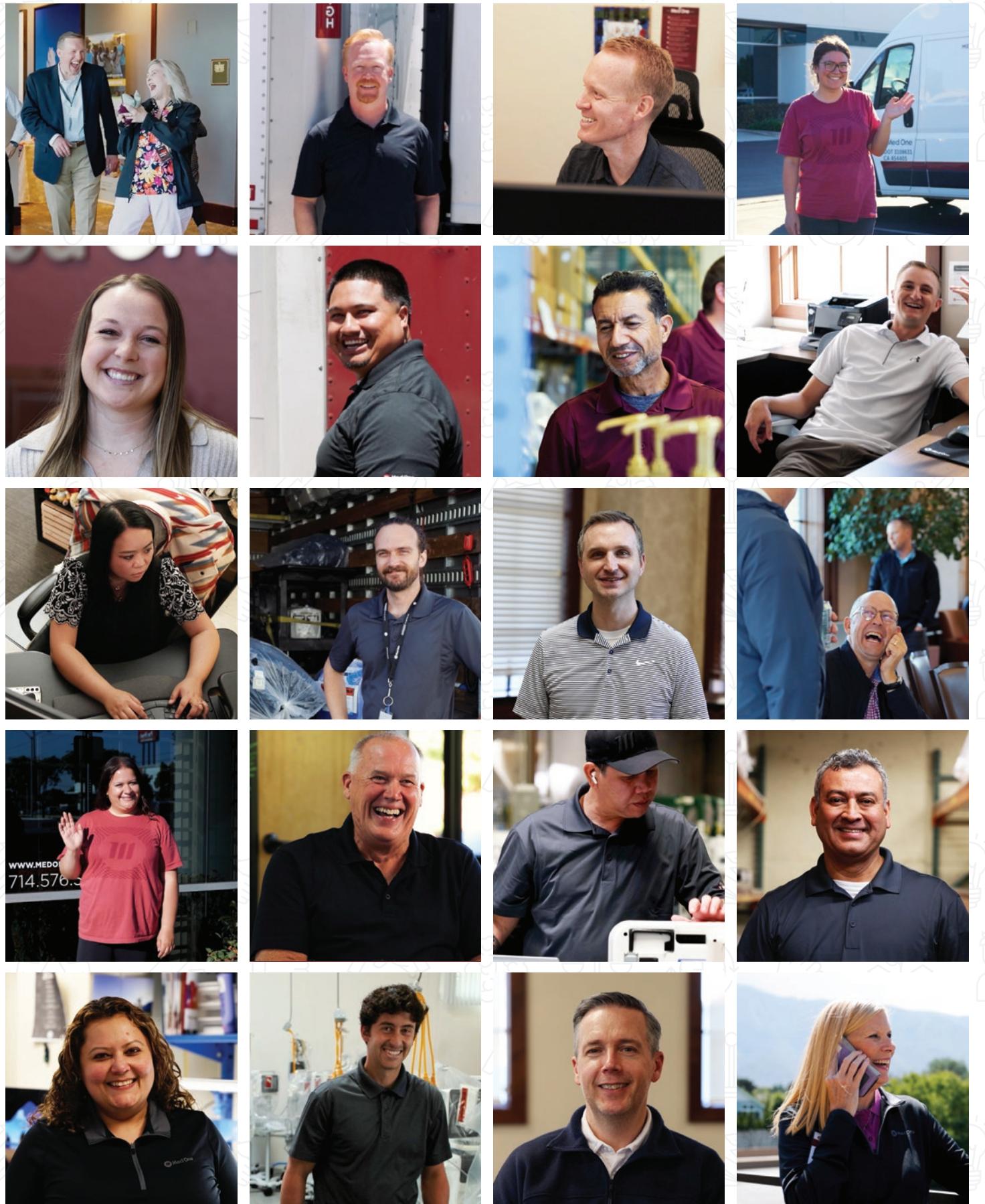
My dog is our family's pet. He is an ordinary dog, that can be a pain in the butt one minute and your best friend the next. If I get my gun out or my wife asks him if he wants to go find the birds, he immediately loses his mind. At that point he will not leave my side no matter where I go. My wife thinks it's funny. For him, he has a job to do, and he is ready to do it! Watching my ordinary dog do extraordinary things in the field has brought so much joy and fun in my life over the years. Even when I miss the bird that he worked so hard to find, he is still willing and ready to do it again and to be my best friend.

We all know people who are extraordinary or great leaders that we are willing to follow. What makes them different? Those that I have crossed paths with know why they do what they do. They also are willing to fail knowing that they will try again rather than quit. They are consistent, they don't need public attention or all the glory. They just keep going until they figure it out. Most importantly they elevate others, not just themselves.

I heard this said the other day about our rental billing manager from a customer, “You put a little extra in the ordinary to be extraordinary.” In my 31 years at Med One I have been blessed and taught by some of these extraordinary people. I thank them for taking the time to work with me and for teaching me things to do to be successful in business and life. Every day there is an opportunity for us to be extraordinary at work, at home, and in our community.

DON'T LET THESE OPPORTUNITIES PASS BY.





COURAGEOUSLY CAMPAIGN

A YEAR IN REVIEW

CREATIVITY • OBSERVANT LISTENING • UNITED TEAMWORK • RESPONSIVENESS • ABOVE & BEYOND • GENUINE RELATIONSHIPS • EVERY DAY – DO IT RIGHT • OUTSTANDING INTEGRITY • UNIQUE PATIENCE • SIMPLICITY • LEARNING & GROWING • YOU'RE THE DIFFERENCE

This year, Med One Group embarked on something truly special. The COURAGEOUSLY Campaign became more than a recognition program—it became a shared journey of living out the Med One Way through everyday actions, intentional focus, and heartfelt appreciation for one another. As the year closes, so does the campaign. Before it does, though, we'd like to reflect on what an impactful year it has been as we've worked to embody the Med One Way.

Each month, we highlighted a single word that represents who we strive to be: Creativity, Outstanding Integrity, Unique Patience, Responsiveness, Above and Beyond, Genuine Relationships, Everyday Do It Right, Observant Listening, Unique Patience, Simplicity, Learning and Growing, and You're the Difference. Together, these values formed a powerful rhythm for the year, encouraging reflection, growth, and connection across the entire company and those we interacted with.

Throughout the campaign, employees were invited to nominate coworkers who embodied that month's value. What followed was a year of intention, recognition, and improvement as we embraced the values that have made Med One what it is today.

We received 398 nominations, each one a story of care, commitment, and courage. From quiet

acts of service to big moments of leadership, the nominations revealed the heart of Med One Group.

From the very first month, Creativity inspired new ideas and innovative problem-solving. Outstanding

MEMORABLE NOMINATION

I would like to nominate Damian Tacito for the United Teamwork Award for his outstanding contributions and dedication to our team. Throughout the year, Damian went above and beyond in his efforts to engage with potential new vendors at various tradeshows. His proactive approach in representing our program and building relationships with these prospects was invaluable in expanding our network and bringing new programs on board.

What truly sets Damian apart is his exceptional follow-up and teamwork after the shows. He consistently checked in with us, ensuring that we had the resources we needed, offering insightful tips, and providing helpful feedback on ways to effectively onboard the new vendors. His commitment to ensuring the success of these partnerships, even after the initial meeting, has been instrumental in driving new volume for our team.

I truly appreciate the hard work, dedication, and collaboration Damian has shown. His efforts have made a significant impact on our team's growth and success, and I'm grateful for his continued support and teamwork.

Integrity reminded us that trust is built through consistency and doing what's right. With Unique Patience, we saw compassion in action, especially during challenging moments. Responsiveness and Above and Beyond showcased a culture where people step up without hesitation, always willing to do more for customers and coworkers alike.

As the months continued, Genuine Relationships and Observant Listening highlighted the deep connections that make Med One more than just a workplace. Everyday—Do It Right and Simplicity reinforced the importance of excellence, clarity, and doing things the right way—even when no one is watching.

This year also brought two meaningful additions that added new depth to the campaign.

MEMORABLE NOMINATION

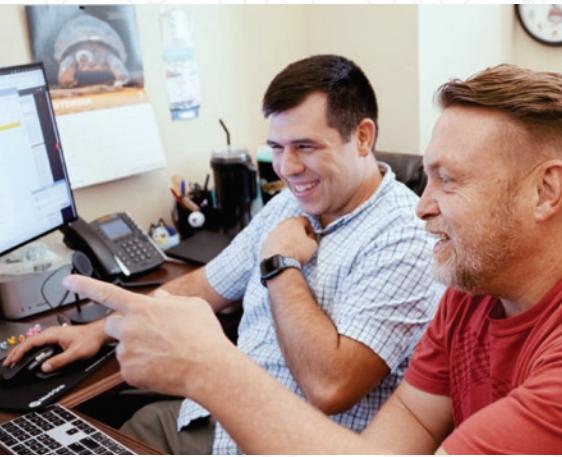
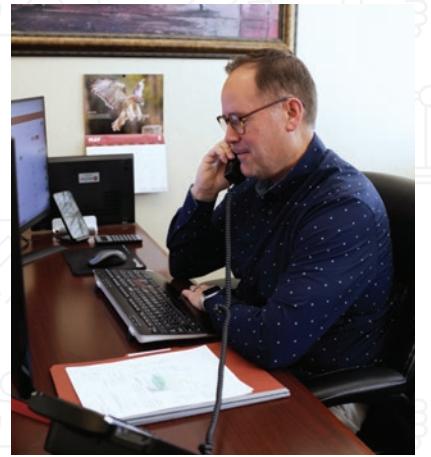
Oscar Morales is the Lead Biomed in Sacramento, responsible for many things which primarily involve repairing and making equipment ready for patient use. Oscar has a great attitude and does a tremendous job in his role. His fellow employees appreciate his attitude, knowledge, and leadership.

I want to nominate Oscar for United Teamwork. The reason for this nomination goes outside of his normal day-to-day responsibilities. During the first week of March, Scott informed San Jose that a truck was ready for them that had been purchased in Utah. At the same time, some equipment needed to be moved to Northern California, making it an ideal combination to load up the truck and move it to the new office. Oscar stepped up and volunteered with only 1 day notice to fly to Salt Lake City, ensure the truck was loaded, and then drive the 10 hours back to Sacramento and San Jose.

Oscar had to be at the airport at 4:30 in the morning to arrive in Utah around 8 AM, giving him the best conditions for his drive during daylight hours. This turned into a multi-day drive due to DOT hour requirements and a

large wreck on the freeway that delayed him by 2 hours, causing additional stresses and a night in a hotel. Oscar was willing to volunteer for this, despite his current role is not a driver, and it was not even for a vehicle that would end up in his office. This is the definition and a shining example of United Teamwork! This truly is exceptional teamwork and a great example to everyone in his office, the benefiting office, and the Sandy office where he interacted in this service. It also is a great testament to his willingness to provide exceptional teamwork across the company.

A huge "THANK YOU" goes out to Oscar for his attitude and leadership, his united teamwork, and (in anticipation for the upcoming April category) his Responsiveness to company and office needs. Great Job Oscar!



Learning and Growing reflected our commitment to continuous improvement. It celebrated those who seek feedback, embrace change, and invest in becoming better every day. The stories shared during this month reminded us that growth isn't just encouraged at Med One, it's expected, supported, and celebrated.

Then came You're the Difference—a value that perfectly captured the heart of the entire campaign. It reminded us that culture is shaped by individuals. That every role matters. That each person, through their daily choices and actions, has the power to make a real impact.

Not only was this realized within our company, but outside of it as well. Our customers, vendors, and longtime partners have made a huge difference for Med One and all of its employees. At the end of the day, the Med One Way is dictated by you and how we can plan to serve you better. This year we recognized our team as difference makers, but we also want to extend that recognition out to everyone we work and interact with every day.



As we look back on the COURAGEOUSLY Campaign, we are reminded that our values are not just words—they are lived out every day in our offices, warehouses, customer interactions, and quiet moments of teamwork.

This year challenged us to be intentional, to notice the good, and to speak it out loud. In 2026, we'll keep striving to be better—for our customers, our teammates, and ourselves.

MEMORABLE NOMINATION

I am nominating Sylvia because she truly exemplifies the Med One Way and is an absolute difference maker.

She consistently shows dedication, commitment, and professionalism in everything she does. Sylvia plays a critical role in ensuring UC Davis and all of our customers are taken care of, while also managing billing and resolving billing errors with accuracy and care.

She goes above and beyond by supporting drivers, pulling them aside to coach and correct minor ticket errors, helping them learn the correct process and improve overall performance. In addition, she sends out monthly PM reports to customers, strengthening communication and trust.

Sylvia has thrived in her role, shown tremendous growth, and continues to make a positive impact on both our team and our customers every day.

DAVID COOK

TERRITORY SALES
MANAGER



I love being able to help people and see the real-world effects our work can have.



I was born and raised in Upland, California. I moved around southern California for college and moved out to San Antonio in 2019.

My wife and I have been married for 7 years, but we first met and started dating our sophomore year in high school. We now have a 4 year old daughter and a son that was just born in August. We also have two dogs, Charlie and Ella, both of which are rescues. I have one older sister, who lives in Seattle with her family, and my parents live off grid up in the forest of northern Idaho. My mother-in-law, Lisa, also works for Med One in California, and has been one of the many people who have been very helpful since I started. For years, I had been telling her to keep me updated if Med One ever expanded out to San Antonio because of how highly she spoke about the company.

I played baseball through college as a pitcher and still enjoy playing or coaching just about any sport. When I was young, I really wanted to join the circus, so I'm also able to juggle and ride a unicycle. I have also been setting up a gym in my garage over the last few years, since it was hard to find time to leave the house with young kids. I love having them out there with me and slowly improving the gym over time. My wife previously worked for the Forest Service, so we really enjoy hiking as well, and can't wait to get the kids up to my parents' house since they live right in the middle of national forest land.

I don't have too much free time with a toddler and a new baby at home, but in addition to exercise and playing with the kids, I really enjoy watching movies and have a large DVD collection at home. I also coach my daughter's sports teams and enjoy doing anything outside when the Texas weather permits.

I attended Pepperdine University, where I got my undergraduate degree in Physics. After that, I got my M.S. in Applied Physics through Johns Hopkins University while working as a radar engineer for a government contractor.

I am the territory sales manager for the San Antonio and Austin area. The support I have received from every person at every level has been amazing. It does not matter if it is other sales managers, management, operations, accounting, IT, HR or any other department. Everyone really is working towards a common goal, and I feel incredibly lucky to be at a company that operates like that.

I also love being able to help people and see the real-world effects our work can have. I met with a facility that had a patient that had a pressure injury on her tailbone, and she had been through multiple mattresses from another company that did not provide relief for her. I was able to get her on a mattress that she loved. She even recognized me while I was out to lunch and shared her appreciation. We were able to provide better equipment, better service, and save the facility money. It's incredibly rewarding knowing someone is more comfortable in their treatment because of something I was able to be involved in. While my favorite part about Med One as a company is the support, these types of personal connections I have been able to form with healthcare professionals and patients has been my favorite part of the job.



HELP DESK
TECHNICIAN

I grew up in the Midwest, first in St Louis and then in the Kansas City area. My parents, younger sister, and brother were sad to see me move. I recently relocated to South Jordan, UT and so far, I've really been enjoying the weather and mountain views!

When I'm not working, I spend my time watching NBA basketball and anime. I also co-hosted an NBA Basketball podcast with some friends for a few years and we're now working on a starting new one! I also really enjoy traveling, most recently having visited Alaska on a family cruise.

At home you can find me hanging out with my girlfriend Kelsey and our 3 year old golden retriever, Charlie. He does his best to keep us active and alert by chasing the local ducks. We are excited for springtime to roll back around so we can go on family hikes and see all the sights in the mountains.

I have spent the majority of my career in hospitality and food & beverage service. I decided to make a career change to IT in 2023 and I'm very glad that I did! I'm excited to have joined the team here at Med One and the opportunity to grow together.



JUSTIN MOORE

I'm excited to have joined the team here at Med One and for the opportunity to grow together.

HELP DESK
TECHNICIAN

ROSE DELA ROSA

OPERATIONS SERVICE
SPECIALIST



Perseverance and resilience are principles that continue to guide me every day.

I was born and raised in Boyle Heights, a neighborhood within the city of Los Angeles. Family has always been the foundation of my life. My dad was a hardworking man who supported our family of nine and taught us that family is the heart of life. His love and unwavering support instilled in us the values of perseverance and resilience—principles that continue to guide me every day.

The recent past has brought both profound sorrow and unexpected joy. I experienced the heartbreak loss of my elderly father, whom I cared for at home for over 15 years, followed by the loss of my nephew, who I raised as my own child legally. These moments tested my strength, but they also reminded me of the importance of love and unity.

Amid sorrow, life brought me a beautiful chapter in my life. I married my childhood friend, Sammy, who has been a pillar of strength and I have now gained a bigger family through my adult stepchildren. I feel blessed and rewarded with that kind of stability and love around me.

Prior to caring for my father, I was employed by the Federal Reserve Bank of San Francisco- Los Angeles (FRB) as a supervisor over G/L Accounting \$8.5 Billion Dollars and Statistical Reporting – Production of Currency, Circulation, and Destruction of Notes. After working for 15 years at the FRB, the work was consolidated to San Francisco. I moved on to more challenging rolls as a Project Manager over operations and supported IT with system integrations and training.

After the passing of my loved ones, I slowly transitioned back into the workforce and I am now proud to be an employee of Med One. I am an Operations Service Specialist in Burbank, CA, and process orders for medical equipment. I enjoy my job because I have a supportive team and leadership that truly invests in our growth. It's great that our organization feels like family—that kind of culture really makes a difference in job satisfaction and long-term success. Additionally, there is clear sign of growth and progress as we outgrew our current space and are really excited to move to our new building.

Outside of work, I enjoy church activities, nature, chasing sunsets, and photography. Travel has always been a passion—I've explored many places both in and outside the country for fun, and now that I'm married, I look forward to beginning new adventures with my husband.



I was born and raised in San Diego, California, and have been happily married to my wife, Bree, for just over a year. I come from a blended family with an older sister and brother, a younger brother, a younger stepbrother, and—most recently—a younger adopted sister who joined our family two years ago.

When I'm back in California, you'll usually find me surfing. Otherwise, I enjoy snowboarding and golfing, though my hobbies tend to rotate every couple of weeks—anything from mountain biking or riding dirt bikes to my current focus: home projects for my wife. Bree and I love keeping things simple, whether that's going for walks, watching movies or TV shows, or hanging out with friends.

I'm currently enrolled in BYU Pathway, studying Business with a minor in Entrepreneurship. At Med One, I work as an SDR, where I focus on generating leads. What I enjoy most about my role is connecting with people and continually developing my sales skills, always working to fine-tune my abilities and grow professionally.



What I enjoy most about my role is connecting with people.



SALES DEVELOPMENT
REPRESENTATIVE

JARED COX

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 Simplicity, Learning and Growing, and You're the Difference. Here are a few stories we are thrilled to share.

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

SAM VEREEN DELIVERY DRIVER

The reason I had to save Sam for October is that he is one of our most quiet employees. He was always the most likely to already be quietly working anytime I walked through the warehouse. He was always the least likely to call with questions or needing any help and always the most likely to figure out how to complete a successful transaction and review with me later anything we could improve upon. When I am not in leadership roles for a team I strongly relate to Sam's mentality and I very much understand and appreciate the kind of employee who asks good and simple questions when relevant and other than that spends his time quietly working.

JOSH WELLS BIOMED REPAIR TECHNICIAN

Josh constantly shows dedication and supports others and always goes above and beyond with teaching and training me on new equipment. He is also a dependable character and shows consistent commitment to excellence. Last reason why Josh Wells is getting nominated by me is because he genuinely cares about his work and always gives his best.

ESTER MUÑOZ LEAD DRIVER

In her role as lead driver, she maintains a calm and focused demeanor, no matter the task. This provides a vital, stabilizing presence that helps the whole office navigate challenges smoothly. Ester also leverages her patience to be an exceptional mentor. She operates from a foundation of understanding that we all make mistakes and views these instances not as setbacks but as valuable teaching moments. She uses these opportunities to guide her fellow drivers, explaining the value of teamwork and building her colleagues' skills and confidence. Her positive attitude and consistent effort to lift others up have a powerful effect on our team's morale.

MARYANA GUTIÉRREZ EQUIPMENT CLEANER

Maryana has taken it upon herself to learn how to clean simple pumps but also stretched herself to learn how to clean ventilators, respirators, cribs, incubators, bed frames, mattresses, and practically every piece of equipment we service. Maryana also took it upon herself to learn MOA, how to count inventory, how to conduct audits, despite not being fluent in English, and never complained once. Maryana is the example of learning and growing, despite whatever barriers may get in the way or seem too difficult to overcome.

DAVID COOK TERRITORY SALES MANAGER

Having started in June, he has opened the door to this market for our new office. He has secured rentals at multiple facilities several of which operate multiple locations and has done incredible work explaining our mission, superior service, superior equipment, and the Med One Way. I admire the passion with which he pursues new facilities and new opportunities to grow our office; I appreciate how he has embraced our culture; and I anticipate many more great things from someone who works this hard for success.

AARON LATTANY DELIVERY DRIVER

I am nominating Aaron Lattany, for he has been with the company for only 4 months as a Driver Tech and he has already demonstrated his ability to learn quickly and adapt to his new role. He was already out on his own making deliveries and pick ups within his first month, is able to recognize the equipment needed for customers orders, and he answers the phones without hesitation and takes care of the caller the best way possible. He knows what needs his attention without being told and is a great self starter. He has begun learning BioMed procedure on preventative maintenance on certain equipment and doesn't hesitate to ask if anyone needs any help.

Reflection on Change

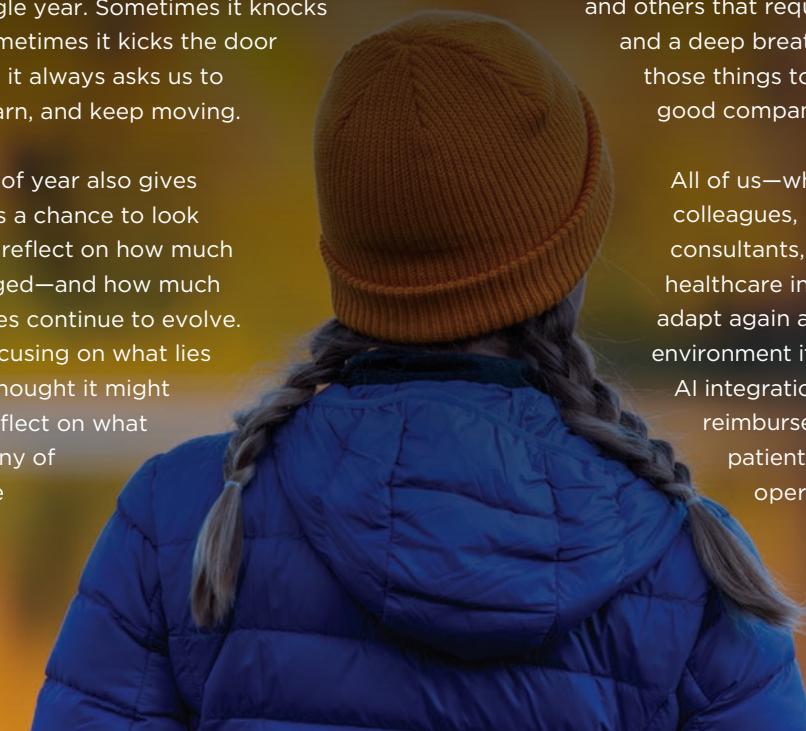


Written By **Ibby Smith Stofer**
IDN & Health Systems Director

As we step into a new year, I find myself reflecting on a truth that has followed me throughout my career: change is constant. It shows up in every decade, every role, every department, and every industry I've been connected to, and over the years, I've learned that the way we think about change shapes the way we experience it.

Some of those changes are intentional—new goals, new strategies, new investments. Other changes are unexpected—market shifts, regulatory updates, leadership transitions, team changes, technology upgrades. After a few decades in this field, I've learned that whether we invite it or not, change walks into our lives and our organizations every single year. Sometimes it knocks softly; sometimes it kicks the door open. But it always asks us to adjust, learn, and keep moving.

This time of year also gives each of us a chance to look back and reflect on how much has changed—and how much workplaces continue to evolve. Before focusing on what lies ahead, I thought it might help to reflect on what I (and many of you) have



lived through in our careers, and how those experiences shape the way we interpret change today. When we start seeing change as part of the operating environment—not an unwelcome disruption or someone “looking over our shoulders”—the path forward becomes easier to understand.

I've witnessed more shifts in our industry than I ever imagined when I first started. Systems have changed, expectations have changed, technology has evolved—and through all of it, the people doing the work have shown resilience, creativity, and heart. I've felt the excitement of new beginnings and the strain of uncertain ones. I've navigated transitions that slipped into place easily and others that required patience, flexibility, and a deep breath or two. If you've felt those things too, you're in very good company.

All of us—whether Med One colleagues, business partners, consultants, or those serving in the healthcare industry—have had to adapt again and again. The healthcare environment itself is transforming: AI integration, new care models, reimbursement pressures, shifting patient expectations, and operational demands

that change year to year. Change is no longer an occasional event; it's a steady companion. And while it can be tiring, it has also shown me something inspiring: people's extraordinary ability to adjust, grow, and keep moving even when the path ahead isn't perfectly defined.

That perspective is why I want to talk about the improvements organizations everywhere, including ours, are making in systems and processes. You may have noticed subtle shifts—information moving a bit more cleanly, communication feeling smoother, responses coming faster. These changes aren't meant to disrupt anyone's day or to scrutinize how work gets done. They exist to support the work we already do so well.

Over the years, I've learned that when new tools increase visibility or efficiency, people often wonder:

“Is this about tracking?”

“Is this being used to evaluate me—or replace what I do?”

These are reasonable, human questions—and ones I've asked myself in past transitions.

But what experience has shown me is this: the successful systems are the ones that reduce friction rather than add to it. They make collaboration easier, not more complicated. And after decades of seeing technology both help and hinder, I can say with confidence that the difference always comes down to whether it makes people's lives better.

Better visibility helps us spend less time digging for information. Efficiency in our processes reduces repeated steps and missed details. It strengthens teamwork. It gives customers confidence. It keeps partners aligned. Most importantly, it removes the kind of stress that comes from working without clarity.

What encourages me most right now is that we're building toward a future where information flows more easily, where teams feel more connected, and where our partners feel supported—not watched, not measured, but genuinely supported. That is truly the heart of what we're aiming for, whether it's a new CRM, updated operational tools, or even changes in how teams are structured.

I may have lived through decades of systems, transitions, upgrades, and reinventions, but what we're building today aligns with the lessons those years have taught me: keep people at the center, keep communication open, and pursue improvements that lighten the load, not add to it.

And because healthcare itself is evolving—faster than ever before—clarity, connection, and support matter more than ever. Improving our systems strengthens our ability to stand beside those navigating enormous changes in their own world of patient care.



With all this in mind, I've also learned something important about how people respond to change. Some of us tend to be Explorers—those who thrive on novelty and see change as an exciting opportunity. Others are more like Stabilizers—those who value proven methods, predictable results, and clarity before action. And most of us move between the two roles depending on the situation. I know I have, and I'm willing to bet many of you have too.

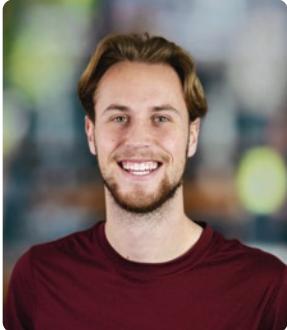
As 2026 brings new changes to our work and our industry, I encourage you to notice whether you're leaning more toward the explorer or the stabilizer—and remember that organizations need both. More importantly, I hope you'll continue to see change not as another disruption, but as an ongoing reality of how we operate, adapt, and grow together.

Successful systems are the ones that reduce friction rather than add to it.



THE STRENGTH OF SAYING “I DON’T KNOW”

A CHOICE THAT CHANGED EVERYTHING



Written By **Cole Kartchner**
Help Desk Technician

I remember the first time I was asked a question at work that I didn't know the answer to—it was my very first day at Med One. I don't remember exactly what the question was, but I do remember how it was asked. The tone made it sound like the answer should have been obvious, like it was something everyone already knew.

I froze for a moment. Part of me wanted to nod, pretend I understood, or give some vague explanation and hope it passed. But instead, I took a breath and said, “I'm not sure, but I can find out.”

It sounds simple, but saying that can be pretty intimidating, especially when someone is asking about your field of expertise. Still, choosing honesty in that moment ended up becoming one of the most valuable habits I've brought into my career.



Letting Go of the Pressure to Know Everything

A lot of us grow up believing that not knowing something makes us look weak, unprepared, or inexperienced. We worry that asking questions will expose us, but the truth is the opposite.

Pretending you know something you don't, especially in IT, is one of the fastest ways to create bigger issues. A small misunderstanding can turn into a major problem, all because someone didn't want to say, “I don't know.”

Once I started saying those words more openly, something changed. Instead of feeling embarrassed, I started feeling curious. If I didn't understand something, I asked. And the more I asked, the faster I learned. Being upfront about what I didn't know saved me from hours and hours of frustration trying to figure everything out alone. “I don't know” isn't the end of the conversation. It's the beginning.

What Openness Does for Your Team

This kind of honesty doesn't just help you grow, it strengthens the entire team. Transparency prevents mistakes before they happen. Asking for help opens the door to collaboration. Admitting uncertainty allows coworkers to step in, teach, and support.

Over time, that builds trust. People know that if you're unsure, you'll ask instead of guessing. It also keeps the workplace human. None of us knows everything, and none of us are expected to. When a team embraces that idea, everyone's strengths become shared strengths, knowledge spreads faster, mentorship happens naturally, and no one feels embarrassed to speak up.

Good teams don't care about who knows the most, they care about solving the problem. When we lean into our diverse backgrounds, experiences, and skill sets, we create a culture where curiosity isn't just accepted, it's normal.

PRETENDING YOU KNOW SOMETHING YOU DON'T, ESPECIALLY IN IT, IS ONE OF THE FASTEST WAYS TO CREATE BIGGER ISSUES.

Growth Comes From What You're Willing to Admit

Some of the biggest jumps in my own growth didn't come from what I already knew. They came from the moments I was willing to admit what I didn't know. Every time I said, “I'm not sure,” it led to a moment of learning that made me better at my job and more confident in what I do today.

Med One succeeds because people support one another. Knowledge isn't a competition, it's a shared resource. Saying “I don't know” isn't a setback. It's an act of accountability, respect, and unity. The most capable people aren't the ones who know everything, they're the ones who are willing to learn anything.

And in the end, the three most powerful words in a career aren't “I know that.”

They're “I don't know... yet.”

TRANSPARENCY PREVENTS MISTAKES BEFORE THEY HAPPEN. ASKING FOR HELP OPENS THE DOOR TO COLLABORATION.

MED ONE GROUP
10712 SOUTH 1300 EAST
SANDY, UT 84094

MEDICAL EQUIPMENT | FINANCING | RENTAL | SALES | SERVICES

MEDONEGROUP.COM

Request Quotes

View Our Equipment Inventory

Financing, Rental, Sales, and Service

Learn About Our Team

Subscribe To Our Blog

Connect With Us On Social Media



Med
one
to
One

» ISSUE 85

FALL / WINTER 2026

Med One