



**Our medical courier services** are designed to support the specific requirements of a range of clients such as major hospitals, clinical laboratories, diagnostic imaging centers, pharmacies, physicians' offices and government healthcare agencies.

### **Medical Transport Services Include**

- Pick-up and delivery of medical specimens, including temperature controlled, anywhere in US
- Transfer and delivery of dialysis equipment for our contracted companies
- Hospital and laboratory scheduled routing and transfers between multi-site systems
- On-site storage of medical equipment and parts for delivery to time critical clients
- Medical specimen pick-up; Routine and STAT service
- Medical supply delivery; warehouse and facility support
- Hospital material management delivery
- Whole blood delivery

We understand the sensitive nature and importance of medical deliveries, the steps that are necessary to fulfill requirements in the medical community, and are compliant with all standards including OSHA and HIPPA.

### **Benefits of using Stat Experts instead of employee drivers**

Stat Experts looks forward to working as a team with you and your valued clients. We are one company with a centralized dispatch, billing, training and process controls. By allowing us to take care of your transportation obligations, we can simultaneously reduce your costs while improving customer service to your clients.

Some of these costs you could eliminate by using our drivers to replace one of yours or your entire shipping department includes:

- Claims against you for accidents
- Insurance
- Fuel
- Driver's wages
- Vehicle idle time
- Workers compensation insurance
- DOT record-keeping
- Recruitment/retainer of drivers
- Tolls
- Concessions to clients
- Cell phones
- Uniforms
- Vehicle Maintenance and depreciation

By granting us responsibilities of some/all of your in-house drivers, your company benefits in several areas. You diminish such problems as sending route drivers to STAT pick-ups, you save yourself and your labs/lab techs money where costs would usually be incurred waiting for drivers and you save money by replacing fixed expenses with a variable expense. We guarantee your complete satisfaction and will treat all of your customers with nothing but respect and professionalism.



**Stat Experts** will provide an extremely professional pick-up and delivery service for your clients. This includes well-represented, clean-cut couriers that are ready to meet your needs at all times. We are able to pick-up specimens from your client's office or medical boxes during or after office hours. Our offices are open 24 hours a day, seven days a week. All of our staff has been specially trained in the packaging and handling of any type of medical delivery that is deemed to be a dangerous good. Bio-hazardous goods and all medical specimens, whether refrigerated, frozen, or routinely packaged are just a few examples of the sensitive materials we handle daily. We can also help ensure that our clients' shipments meet all regulations for these types of products. We recognize that each client we serve has different needs and requirements of our service. We strongly encourage you to make special demands or instructions as we are here to tailor to your needs. We pledge to fulfill all of your bio-transportation needs.

## **Overflow**

We know that a transportation budget is the biggest obstacle for our medical clients. Overflow work, deliveries outside of a driver's route, can sometimes cause overtime costs that go well over the allotted monthly budgets. We have medical routes in all areas, with economical prices for out of the way pick-ups and/or overflow deliveries. By using Stat Experts, this will save you money not only on overtime pay to route drivers and processing staff, but will alleviate the need to keep back-up drivers on your staff to cover unexpected pick-ups.

## **Bio- Transport Services Include**

- Specimen consolidation sent out by air or ground (this service is done at our facilities every night and takes the responsibility of packaging and shipping away from your customer)
- Complete routing and logistic planning to cut costs
- "Call first" services. Our customer service reps will call your clients daily to see if they have a pick-up. This will make your client feel that your lab is actively interested in providing services to them and will prevent any issues of your clients forgetting to call in for a pick-up.
- "Just go" services. This service is usually 15-20% cheaper than a call in or call first service because it is a daily pick-up. This service allows the doctor's office to see the same driver every day and gives them the peace of mind that a knowledgeable person is handling their account.



Whether we are running vital on-demand jobs or handling route distribution we use reliable tools to make sure orders are entered correctly, jobs are dispatched quickly and our clients are kept up to date on progress. Advanced technology helps us accomplish our goals with few errors and lower costs.

**Security:** At Stat Experts security is as important to us as it is to our customers. With highly secured servers at each and every location our customers can feel safe knowing that their information is handled with complete confidentiality. Our drivers are also required to be uniformed, bonded/insured, and have photo identification for every delivery.

By connecting dispatchers and drivers in real-time, the eTrac dispatch software solution increases operating efficiencies using cell phones. Even better, the new GeoTrac vehicle tracking solution leverages GPS-enabled cell phones and digital maps to give our dispatchers real-time vehicle tracking and visibility.

We use eTrac shipment tracking to track package location and movement in real-time while automating proof of delivery documentation and invoicing. This shared, hosted network simplifies communication, minimizes disputes and streamlines the delivery and freight settlement process.

We've boosted the productivity of our dispatchers and drivers by using courier software (COPS) solutions to electronically receive orders or ASN's, and automate order processing from initiation through electronic signature capture and freight settlement.

Shipments are tracked using state-of-the-art technology and streamlined processes such as:



- Online tracking
- Advanced shipment notification
- Bar code scanning
- Electronic communication
- Same-day electronic PODs
- Electronic data capturing



| Shipment Tracking Request Details  |  | User Name: Joe Research  | Company: COLONNE/FROCKVILLE |
|--|--|--|-----------------------------|
| Stat Experts Del.  |  | (703) 370-6630   |                             |
| Control Number: 349378   | eTrac Number: 77969986   |  |                             |
| <a href="#">Printable EOL</a> <a href="#">eTrac Printout Label</a>         |  |  |                             |
| Submitter Information  |  | Shipping Information   |                             |
| Amount: 8831   | Service Type: REGULAR  |  |                             |
| Name: COLONNET   | Relate Service: None   |  |                             |
| Requested By: E-HELIE  | Pieces: 1  |  |                             |
| Reference: FRT 51  | Weight: 0.8 Lbs  |  |                             |
| SKL No.: 219887  | Charges: 0.00  |  |                             |
| Entered: 26-FEB-2010 10:58   | Quote: 0.00  |  |                             |
| Last Update: 26-FEB-2010 11:19 (EST)                                       | <small>*Charges are subject to final billing and invoice only.</small> |  |                             |
| Pick Up From   |  | Deliver To   |                             |
| COLONNET<br>12275 GLENN DRIVE<br>STERLING, VA 20154<br>Phone: 703-428-8901 |  | WASHINGTON 8887108<br>REBECCA HUNT<br>801 F ST NW 3RD FLOOR<br>WASHINGTON, DC 20001<br>Phone: 434 774 7123 |                             |
| Pickup Details   |  | Delivery Details   |                             |
| Requested Date: 26-FEB-2010  | Requested Date: 26-FEB-2010  |  |                             |
| Ready Time: NOW  | Deliver By: 12:58  |  |                             |
| Pickup Instructions: 1 ENV   | (No Delivery Instructions)   |  |                             |
| Actual Date:   | Actual Date:   |  |                             |
| Arrival Time:  | Arrival Time:  |  |                             |
| Departure Time:  | Departure Time:  |  |                             |
|  | Signature:   |  |                             |
| <small>eTrac Order 617 © 2010 eTrac. All rights reserved.</small>          |  |  |                             |

## RAPID • AUTOMATIC • ROUTE • CALCULATION



When Stat Experts provides courier services to the pharmaceutical sector we make sure the driver can handle their medicines from their locations to pharmacies and other locations around the country. Privacy and security is the most important asset for pharmaceutical companies and we understand that. All deliveries are handled in accordance with OSHA and HIPAA standards.

Stat Experts is a specialist courier with over 15 years' experience in providing services to the pharmaceutical, biotechnology and healthcare industries. You can be confident in entrusting your consignments to us because we have the experience, capability and best practice procedures in place to respond to and fulfill your requirements 24/7-365.

Our success is built on our ability to respond to your specific requirements and our intuitive flexibility to adapt to the new challenges in delivering clinical trials logistics support to emerging populations throughout the healthcare community. We also provide on demand pick-up and delivery of urgently needed prescriptions and patient supplies around the clock for some of the largest pharmacies and healthcare organizations in the country. For more routine needs, we also offer scheduled and routed deliveries or therapeutics and other products for pharmacies, hospitals and hospital networks. Temperature controlled deliveries are available as needed.

### **Remote Local Stocking of Sales Samples**

In addition, Stat Experts also provides remote local stocking of sales samples and commonly dispensed products for many of pharmaceutical companies. This service helps provide timely and cost effective access to regional sales forces, hospitals and pharmacy outlets. While the development of new IP protected therapeutics is critical, just as important is the timely distribution of these new medicines to forward locations in target markets.

### **Medical Delivery Solutions**

- Prescription/Pharmaceutical Delivery Service
- Transport medical bio-hazardous specimens to and from physician offices, sites, hospitals, labs, medical centers in temperature controlled sealed coolers
- Not limited to specimens, medical products, medical instruments
- Stat Experts will serve to the specialized needs of our customer throughout the country.