

NEW COURIER SERVICE (Accurate)

What it IS?

- Current MedSpeed Courier contract expires April 30th, 2021
- Switching to NEW COURIER company called “Accurate” (aka: ACS) beginning May 1st, 2021
- System-wide multidisciplinary team evaluated many courier companies over the last several months and decided that Accurate best meets our needs due to the complexity of our system, competitive pricing, technology, and transparency of routes
- Multidisciplinary teams will plan and implement this switchover

Why do we have to change?

- Current courier contract expired, and we used our competitive bidding process to do our due diligence
- We must decrease our overall costs to return our system to financial health after losing > \$100 million related to the pandemic

What’s in it for Me?

- On-Demand services will be more widely available
- Web-based system for entering requests
- Improved tracking system

What it is NOT?

- Will NOT impact availability for On-Demand requests
- Will NOT result in any job loss inside TriHealth

What kinds of things could change?

- The multidisciplinary teams will be developing routes and timelines that meet the needs of the business; these will be communicated and available for all team members to ensure transparency
- Pick-up/Drop-off times may change
- New way to place On-Demand orders
- Barcode labels may look different
- Barcode labels will be required to ensure accuracy
- An Accurate team member will pick up/deliver your items instead of the current MedSpeed team member

What do you need me to do?

- Accurate team members may visit your site starting the week of March 1, 2021. Please answer their questions/provide information they request. They are gathering information to make the service GREAT for TriHealth
- Be open to changes, and use a questioning attitude as long as they don’t negatively impact patient care
- Participate in Planning/Implementation teams when asked
- Attend training sessions when asked
- Follow the new process
- Look for, focus on, and talk about the positive aspects of the changes
- Provide honest feedback, including any concerns about quality or safety to your manager