

MESSAGE FROM YOUR DISTRIBUTOR

“GOOD PEOPLE ARE HARD TO FIND”

By Tom Magoulis, Vice President, FloridaInfusion Services


The old saying, “good people are hard to find” has never been more appropriate or frighteningly true than it is today. Unfortunately, as you are well aware, the nursing profession is facing its worst shortage in decades with no real relief in sight. This critical shortage makes you, your nursing colleagues and all health care professionals more needed and valuable than ever. New nursing programs, expanded curricula for existing programs, sign-up bonuses and other incentives hopefully will begin to reduce the crisis to a more manageable level by bringing quality people into the profession. In the meantime, you have our complete support, praise and thanks. Please keep doing your important work that helps so many.

While we at FloridaInfusion do not suffer the same type of crisis in finding, recruiting and keeping good people as you, our staff is nonetheless extremely important to us and is our number one resource and asset. They are our lifeline to you, the customer. They have the very important job of keeping you informed of industry news, new products in the pharmaceutical pipeline, generic product introductions, market trends, AWP’s, J-codes, and yes, did I mention in these especially tough financial times; pricing? They need to be experts when it comes to product knowledge, information technology, shipping, contracts, manufacturing issues, accounting, and yes, did I mention competitive pricing? They need to be pleasant,

professional, helpful, accurate, and always willing to go the extra mile.

Having said all that, I would like to take a moment to do a little bragging about the customer service

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provided by FloridaInfusion’s account managers and customer service representatives. As I travel around the country speaking to customers, I am always taken by the amount of positive feedback I am given regarding the care, attention to detail, and overall commitment to quality provided by FloridaInfusion’s staff. These comments are always unsolicited and reflect, I believe, a sincere desire to inform me that our

representatives are going above and beyond the call of duty. “Sure,” one Practice Manager told me recently, “Price is important. But it is hard to put a price tag on the consistent and reliable service we receive from our account manager. She just makes my job a lot easier and that has value. I’m just way too busy to shop around to four or five distributors. I trust my account manager is doing that work for me.”

I have always felt that you can train people to do just about anything. It is extremely difficult, however, to teach someone to “care.” We are very fortunate to have assembled a team over the years of unique individuals who do precisely that. They care about the job they do, they care about their customers and their customer’s patients, and they care about finding new ways to bring value to their position. Day in and day out they make us proud.

I hope you all have had pleasant and positive experiences when calling us to place an order, answer a question or when help is needed to resolve a problem. We are not, however, perfect. Things happen in the rush to achieve excellence that do not always go the way we would wish. Please let me hear from you with positive comments, negative ones or any suggestions you have that might help us improve. You can reach me at **800-624-0152**, or **tmagoulis@floridainfusion.com**.

As always, thank you for your business and support.

Tom Magoulis is Vice President of FloridaInfusion Services. Contact him directly at tmagoulis@floridainfusion.com or 800-624-0152 with any questions.