

## More About B&K Home Medical Services

Our history of service actually goes back to San-Mar Pharmacy (founded 1957, sold in 1999). My father-in-law, Bob Hunt, was a pharmacist and later an owner and manager of San-Mar along with his wife, Elaine. He passed in November of 2008 but his example lives on. Elaine is still involved as the CEO of both B&K and also ECS Billing & Consulting. B&K grew out of San-Mar and ECS grew out of B&K. Both businesses carry on with the philosophy of the golden rule. We model our services around what we would expect if we were the customer.

Bob always said, "God has a plan." Looking back on the changes over the last 30 years I believe we are here now as part of that plan. We are truly blessed to offer our talents to serve you. With offices in Bucyrus and Tiffin, Ohio we are primarily focused on long term oxygen therapy and sleep apnea solutions. I personally use a CPAP for sleep apnea and appreciate the change it has made in my life. We also offer mobility products and many other helpful items which you can learn more about by browsing our online catalog. These services are truly making a difference in people's lives.

While many things have changed over the years, our Mission and Values have not. While the following are internal documents I am sharing them with you as you may be interested in joining our team some day. If you are a customer please hold us to the standards expressed here.

### **Our Mission**

***The B&K Team** strives to set new standards in the home health care industry by providing our communities with effective quality products and superior service while efficiently managing our resources to control health care costs and insure affordability.*

***The B&K Team** is committed to delighting our patients, referral sources and payers with reliable, personalized and positive experiences that ultimately stem from our compassion for the patient.*

***The B&K Team** supports our communities with educational programs, charitable contributions, employment opportunities and affordable health care.*

***The B&K Team** enjoys working together in a challenging, open atmosphere where ideas are shared and contributions are rewarded.*

***The B&K Team**, while highly trained and knowledgeable, subscribes to the philosophy of constant and never ending improvement to provide consistently excellent care in a changing and uncertain future.*

## **Our Values**

*We are a team made up of individuals. The differences in these individuals make the team stronger. The common vision of our future and our shared values bring us together. We will pursue our mission with a full commitment to living by these values which will in turn ensure our success.*

**Honesty** – *It is the foundation of trust which is the key element to positive, productive working relationships. Maintain trustworthiness regardless of circumstance.*

**Caring** – *Without it we have apathy. It is necessary for commitment. We apply it to our work, our customers, our teammates and the success of what we are building – B&K.*

**Respect** – *We first respect ourselves for who we are. We then respect our teammates and others for how they are different from us.*

**Knowledge** – *When put to use knowledge is power. We strive to learn everyday to increase our knowledge and we apply it wisely to improve our performance.*

**Optimism** – *Maintaining a positive outlook in the face of challenges frees our mind to find the solution we seek. Being positive with others improves teamwork. Even small gestures of kindness can make a big difference. While aware of potential challenges, we focus on what is good about the situation, the person, etc.*

**Responsibility** – *We appreciate the role we have in contributing to our team's success. We take pride in doing our job well exceeding the expectations of others. We share credit where it is due on successes and we are accountable and learn from mistakes.*

**Service** – *Beyond financial gain, we understand the intrinsic rewards that come from providing excellent service. We recognize the difference we make in our customers' lives and the inherent value in serving others.*

**Loyalty** – *We are loyal to our teammates and to our cause. We stick together in tough times and share in rewards when we succeed. We are quick to compliment and slow to criticize. We stand up for those not present. We kill rumor weeds before they can grow. We think of the team before the individual.*

**Professionalism** – *We dress for success. We maintain a clean and organized working environment. We avoid vulgar or inappropriate language and communicate clearly in a calm manner. We treat others with common courtesy and are always polite. We take personal responsibility to invest in our own success, maintaining our credentials and competencies for our areas of expertise.*