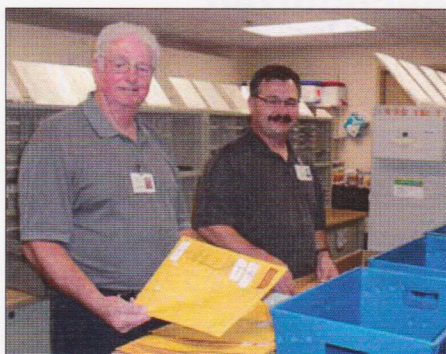


Courier Services Goes the Extra Mile



Mailroom Courier Tom Lake and Lead Mailroom Courier Karl Kruschke sort the mail together early in the morning.

Imagine this: it's the end of your shift. A blizzard is setting in. You dread driving in that kind of weather. But, then you get called to drive hours away to pick up a medical device. Sound horrible? For a courier staff member, this is a reality.

Todd Munden, director, says although the staff isn't always recognized for such on-the-spot deliveries, they are a daily occurrence.

Courier staff handle about 65 scheduled courier routes a day, but Jim Beesley, supervisor, says they deal with just as many unscheduled events.

"Most people know we're there, but because we all get the job done, we kind of work behind the scenes," Jim says.

The staff consists of 28 members, who drive eight courier vans a total of 220,000 miles every year.

The first driver starts at 5 a.m. and the last one won't leave until 8 p.m., Monday through Friday. On weekends and holidays, they are

usually staffed from 9 a.m. to 5 p.m. And, overtime hours still pop up as unexpected pick ups are needed, Jim says.

One particular special call happened not too long ago. It was the end of a shift and a driver was asked by the Neuroscience Intensive Care Unit to drive to the Minneapolis airport. He started driving without complaint.

Basically, he put in a 12-hour day, Jim Beesley, says, adding, "That's typical of our staff — to go above and beyond."

When a courier staff member receives a call for something called a "right away," they know to drop what they are doing and take care of that call, Jim says.

They typically transport lab specimens, pharmacy medications and medical supplies or instruments, he says.

Sometimes, the staff will even deliver flowers to a patient or return a patient's belongings to his or her home if they were left behind.

Todd says it's important to recognize the work of this staff, because their work is important to help keep things running smoothly.

"As a healthcare institution, it takes many people to take care of patients ... for Luther Midelfort to do the best job we can," Todd says.

For more information or to make a courier request, call 8-6417.

Human Resources Update

ANNUAL BENEFITS ENROLLMENT

- Annual enrollment packets for 2008 have been mailed to all benefit-eligible employees through interoffice mail. Any benefit-eligible employee who did not receive an information packet should contact Human Resources at 8-3971.
- The Annual Benefits Enrollment for 2008 ends on Friday Nov. 16, 2007. Employees who wish to switch health plan options, switch dental plan options or enroll in the health care and dependent care spending accounts must complete the online process by Friday, Nov. 16, 2007. No changes will be accepted after this date.
- Any questions should be directed to the green colored sheet in your packet titled "2008 Annual Enrollment Options."

FLEXIBLE BENEFITS REMINDER

Remember, to receive reimbursement from your 2007 flexible benefits plan, expenses must be incurred before January 1, 2008, and submitted to MMSI before April 1, 2008. Contact MMSI Customer Service at 800-949-2496 or online at www.MMSIservices.com for your remaining 2007 account balance.