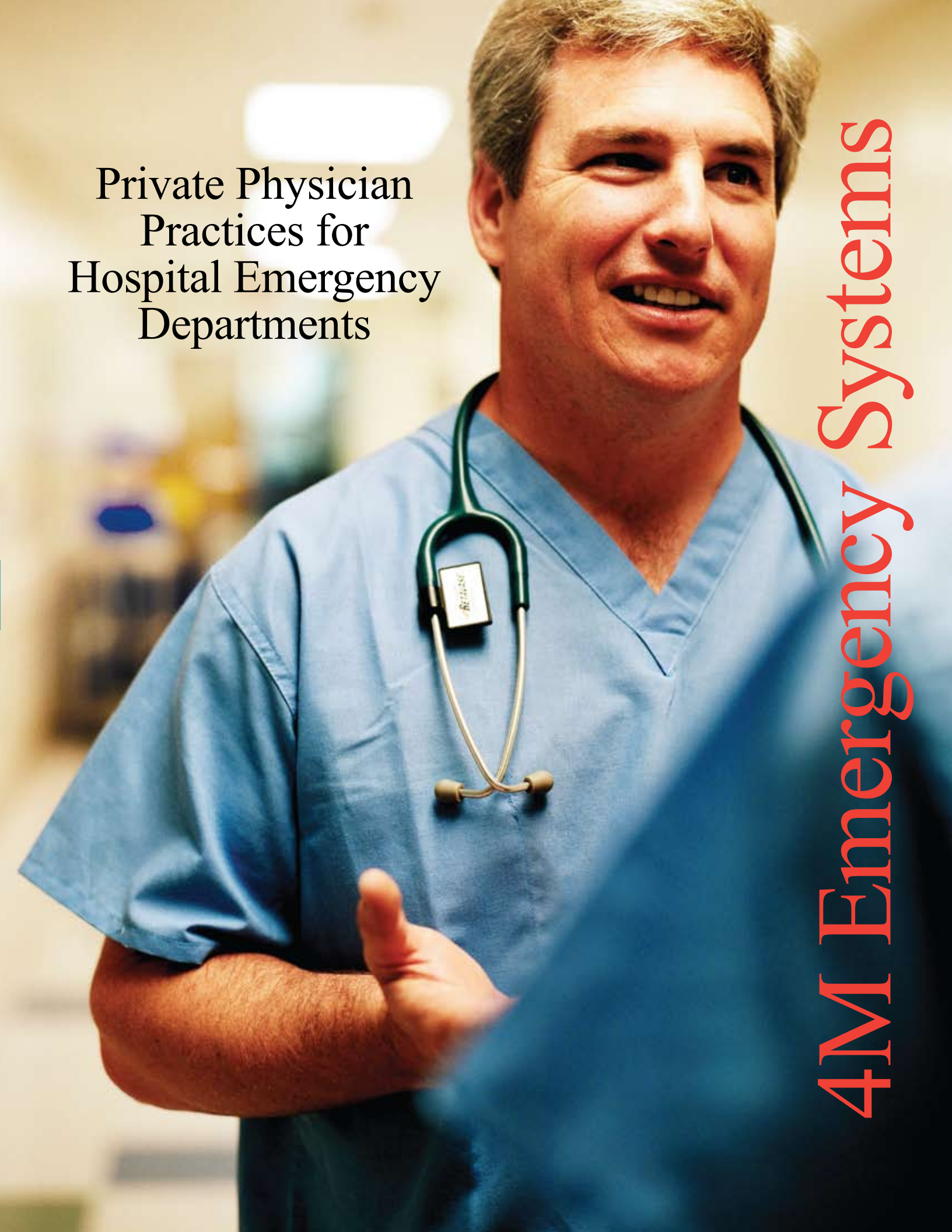


A photograph of a middle-aged male physician with short, light brown hair, smiling warmly. He is wearing light blue V-neck scrubs and has a green stethoscope around his neck. A small white ID badge is clipped to the stethoscope. He is holding a large blue folder or chart in front of him with his right hand. The background is a blurred hospital corridor with warm lighting.

Private Physician
Practices for
Hospital Emergency
Departments

4M Emergency Systems



Your Emergency Room is both an opening and an opportunity for your hospital. It's an opening because it can be the "front door" for you; the access to healthcare for your community.

It's an opportunity because you only have one chance to make a first impression.

If your patients have a good experience in the Emergency Room, where many are under considerable stress, you will have made a favorable first impression that will last.

4M Emergency Systems is a full service medical group practice that provides what I think is the finest management of Emergency Departments available.

I know hospital Emergency Departments. They have been my passion for decades. 4M Emergency Systems is focused on taking care of everything in the Emergency Room – primarily, the patients; but additionally we do management, billing, insurance, training, all the things that make your Emergency Room run smoothly and efficiently.

Please take a moment to read this brochure; it will give you a capsule of the services 4M can provide your hospital. When you are looking for someone who really cares for those people – both patients and staff – in your Emergency Room, consider 4M.

Need Signature

Howard Dickey-White, M.D.
Founder and Chairman,
4M Emergency Systems

QUALITY PATIENT CARE AND PATIENT SATISFACTION.

4M Emergency Systems transforms your Emergency Department into an efficient and effective hospital unit, and taking care of patient concerns is job one.

Your patients will be pleased with the speed and quality of care they receive under 4M Emergency Systems. A physician owned and operated company, we have the Emergency Department management competencies to assure ongoing, quality patient care.

Each time 4M Emergency Systems has been brought in as a physician practice for a hospital Emergency Department, the patient satisfaction scores by Press Ganey have routinely improved at that location.

We also conduct our own proprietary survey that gives you in-depth, real-time data on how well our physicians perform in their goal of complete patient satisfaction.



EXACTING STANDARDS THAT BRING A STABLE PRESENCE TO YOUR ER.

4M employs a combination of 150+ physicians, physician assistants and nurse practitioners, serving small community hospitals with 8,000 annual visits to urban regional medical centers with more than 30,000 annual visits.

We recruit only individuals who are board certified in Emergency Medicine or board certified in Internal Medicine, Family Practice or Surgery with a minimum of 5,000 hours of documented Emergency Department experience. More than 98% of our Emergency Medicine physicians are board certified or board eligible.

But that's not enough. Our staff of professionals undergoes rigorous training and protocols, including a Peer Review Process designed to keep 4M management, our physicians and our client hospitals completely up-to-date.

Our annual retention rate of physicians is 95%, meaning you will have a stable workforce of highly-trained doctors who have the experience and charisma to work with ER patients.

ONGOING SUPPORT WITH OUR TEAM APPROACH.

4M Emergency Systems provides clients with “small group” commitment with “big business” resources. We bring expertise and leadership to all facets of Emergency Department management—recruitment, billing and malpractice insurance. You can select which specific services you need for your unique ER environment through our exclusive Operational Assessment.

We pride ourselves on an open, accessible management style for our clients and associates. Our senior executives are all accessible to clients and associates. Everyone at 4M gets involved in the decision-making process to foster our goal of delivering high quality patient care at your emergency department.

One way of fostering a team approach is through the Peer Review Process. This keeps 4M management, our physicians and our client hospitals up to date on Emergency Department issues, performance levels and patient satisfaction. It’s a two-way system, providing physicians with leading edge emergency department procedures as well.

4M Emergency Systems is not a staffing company offering short-term workforce replacements. We work with you on establishing private physician practices along with offering high-quality, high-touch Emergency Department management solutions.



EFFECTIVE INTEGRATION INTO YOUR EMERGENCY DEPARTMENT CULTURE.

4M Emergency Systems has been serving clients since 1994 with a 100% retention rate and a 10-year average length of contract. We employ leading-edge medical management practices that integrate within your existing Emergency Department culture, including:

- High levels of physician recruitment and retention and excellent rapport with residency programs
- Contract provisions that guarantee income and limit downside risk
- Unique documentation and coding methodology that increases service revenue while maintaining full CMS compliance
- Comprehensive and current risk management program that significantly reduces medical malpractice suits and payouts

4M Emergency Services brings a highly-responsive, customer-focused corporate culture to your Emergency Department. After you hire 4M, you will find:

- A more contented, appreciated, effective staff
- More accurate diagnoses and proper treatment
- Effective documentation
- Advanced triage protocols
- Efficient cost control, smoother administration, billing and compliance
- Better throughput
- More satisfied patients

Contact us to talk about your Emergency Department today.

Our Four Cornerstones: The Four M's

Our business of providing private physician practices for Emergency Departments is built on four cornerstones:

Medicine: All physicians are board certified or board eligible in Emergency Medicine, Internal Medicine, Family Practice or General Surgery.

Management: Professional medical directors provide expert advice, guidance and leadership to all our ER physicians.

Medical Education: All physicians are given a stipend to pay for continuing medical education.

Managed Care: We negotiate and contract with all managed care insurance companies to maximize reimbursement for our physicians, reducing additional stipend requests from our client hospitals.





Our 4M Executive Team

Front: Cindy Wright, RN, CCRN, LNC; Tracy Weigel, RN, BSN

Back: Brent Martin, V.P. Business Development; Erin Waggoner, Director, Physician Recruitment;
Howard Dickey-White, MD, FACEP; Chuck Wolf, CPA; Lori Anderson-Printy, CEO

4M EMERGENCY SYSTEMS FAST FACTS

- 4M Emergency Systems has been in business since 1994 and celebrates 15 years of excellence in Emergency Medicine.
- 4M has 15 contracts in the greater Northeast Ohio region.
- Our current ED clients have contracted with us on the average of 10 plus years.
- Since 4M's inception in 1994, we have retained all of our clients giving us 100% client retention.
- In 2009, 4M physicians had 285,000 emergency department visits.
- 4M employs a combination of 150 physicians, physician assistants and nurse practitioners.
- 98% of our emergency medicine physicians are either board certified or board eligible.
- 4M has achieved excellence in retaining our physicians consistently over 95% annually.
- 4M has a 100/100 initiative in our Risk Management program creating high patient satisfaction and low Malpractice experience.
- 4M creates outstanding relationships with the EMS Community.
- 4M improved every client hospital by increasing patient census resulting from improved patient satisfaction.



Private Physician Practices for Hospital Emergency Departments

5700 Darrow Road, Suite 106 • Hudson, Ohio 44236
Phone: (330) 656-5911 • Fax: (330) 656-5901 • www.4mdocs.com