



Letter From the CEO

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Integrity: Without it, Nothing Works

As I reflect on our company's recent accomplishments and the exciting things in our future, I see how the everyday practice of our core values has helped us in our success. I want to take this space to highlight the core value integrity.

As defined by Dr. Michael Jensen, "Integrity is a matter of a person's word – nothing more and nothing less. We honor our word by keeping our word and on time as promised or, as soon as we know we won't keep our word, we inform all patients involved and clean up any mess that we've caused in their lives."

In this industry it is imperative to have integrity. For an organization, integrity is the foundation of developing trust between the staff as well as customers. Integrity is like an iceberg. We can easily see the visible part above the waterline, but the larger part is below the water. Just as integrity plays a role for each member of TriageLogic, much of it is not visible. We all must be responsible for exemplifying integrity by keeping our word and sticking to our commitments in order for us all to work together seamlessly. Integrity is part of our everyday work:

- Our nurses display their integrity by adhering to company policies and procedures and positively representing the company as "the face" of TriageLogic to our patients and providers.
- Our leadership team displays their integrity by setting goals and deadlines, being predictable in working with associates, doctors and clients, and setting up the example for the rest of the staff when developing the way that the company is run.
- Our sales and support staff displays their integrity by sticking to deadlines, prioritizing projects or assignments, and working as a team to support the various departments in the company.

Integrity:
Choosing courage over comfort.
Choosing what's right over what's
fun, fast, and easy.

Not professing our values, but
practicing our values.

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Integrity also involves how you treat people. It is all about doing what you said you were going to do and doing what everyone expects from you. This includes showing up for scheduled shifts. In order to continue our success, we need to work together as a team to build trust. We all depend on each other.

With the holidays and our busy season coming up quickly, please keep in mind that what you do and how you do it affects the whole company. Sticking to your commitments to your team members, managers, and other colleagues is important in order for the continued success of TriageLogic and patient care. Remember, our group depends on you.

Our core values remind us why we do what we do.

The TriageLogic Core Values include:

- **Integrity**
- **Collaboration**
- **Compassion**
- **Reliability**
- **Excellence**