



## MedSpeed Courier Stop Reduction

### FAQs

**1. Why is Advocate making a change in the number of MedSpeed Courier stops?**

As part of the ongoing efforts to improve operational standardization and to decrease our operating costs, Advocate will be reducing the number of courier stops, and in some instances, changing stop times at sites across the system. This change results in significant savings for Advocate and extends our commitment to environmental stewardship by reducing our carbon footprint. This action will reduce overall miles driven and carbon dioxide emitted by our courier.

**2. Who do I contact with questions or concerns?**

Please contact Medspeed at 630-617-5050, Option 2 or [medspeed-306@medspeed.com](mailto:medspeed-306@medspeed.com).

**3. Does this just impact my location?**

No, this is a system-wide initiative that will reduce the number of courier stops per day and possibly the time of the stop.

**4. Who was involved in the route change decisions?**

Supply Chain and MedSpeed teams met with Advocate leaders from each site to review the changes and obtain approval. Some departments raised valid concerns that were either addressed or accommodated. Some departments will need to adjust workflow according to the specific site/department service levels. Any future changes may disrupt the entire route planning and cost structure to Advocate. Therefore, the current changes being incorporated under this FAQ have been approved and are considered to be final.

**5. How should I prepare for these changes?**

It is important to be knowledgeable about your specific site changes and discuss with your manager and/or MedSpeed if any details are unclear.

**6. I already have one stop per day so why is my current stop time changing?**

Since system-wide changes to the number of stops will be implemented across all locations and this does impact all stops along the route. That said, in order to accommodate the reduction in stops the stop times needed to be adjusted.

**7. Does this initiative only apply to certain items in which MedSpeed transports?**

This applies to all items (e.g., USPS mail, inter-office mail, supplies, pharmaceuticals, cash deposits) in which MedSpeed transports today.